



Full-Service, On-Site Pharmacies

(866) 763-2250 • www.genoa-qol.com

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a QoL healthcare company

Respect
Compassion
Care
Improved
Outcomes



Full-Service, On-Site Pharmacy

Genoa, a QoL Healthcare Company provides integrated pharmacy services that improve the lives of the consumers we serve and ease the workload of those that serve them. The pharmacy and pharmacist are available on-site for your staff and consumers, to provide the best possible service. They are integrated into your care team to provide a higher level of service improving medication adherence. Not one of our pharmacies is the same; we tailor our services to your center.

Our on-site pharmacy model is available to behavioral health centers or larger consolidated facilities with three or more full-time, on-site prescribers. On-site pharmacies can support and complement any primary healthcare initiatives within your center. Operating hours coincide with your center hours and staffing is based on prescription volume. The on-site pharmacy gives your consumers the option to fill all their medications, including from primary care or outside prescribers, in the privacy and convenience of the center and gives your staff members peace of mind, knowing a consumer's prescriptions were filled.

For a list of all the services a Full-Service, On-Site Pharmacy can offer, see the back of this card.

Integrated Pharmacy Services

Genoa, a QoL Healthcare Company Full-Service, On-Site Pharmacy Services	
Consumer Base (Medication Assisted Consumers)	500+ OR 3-4 FTE prescribers at the pharmacy location
Dispensing Rx Volume (5 days per week)	100 Rx/day
Space Needs	250-400 sq. ft., Water and Power (States vary; Genoa builds and leases space)
Days to Become Operational	90-180 days
Full-Service Pharmacy, Fill All Medications	Yes
Prior Authorization Assistance	Yes
Convenient Adherence Packaging	Yes
Refill Synchronization	Yes
Refill Reminder Calls	Yes
Delivery/Mail Options	Yes
24-Hour On-Call Services	Yes
Patient Assistance Programs (PAP) assistance	Yes (States Vary/Fee May Apply)
Sample Medication Management	Yes (States Vary)
Phlebotomy, including Clozapine Monitoring	Yes
Genetic Testing	Yes (States Vary)
Communication with Center Staff	Yes
Assistance with Insurance Plans, including Medicare Part D	Yes
Medication Administration Records MARs/eMARs	Yes (Fee May Apply)
Medication Counseling	Yes
Billing Assistance	Yes
Online Tools Allowing You to View Sample Inventory, Consumer Profiles, and Utilization & Adherence Reports	Yes



Consumer Medication **Coordinator**

Genoa, a QoL Healthcare Company provides integrated pharmacy services that improve the lives of the consumers we serve and ease the workload of those that serve them. When space is not available or your consumer base is not sufficient to support a full pharmacy, Genoa can provide you with an on-site Consumer Medication Coordinator (CMC). Your center needs to be serving 200 residential or medication-assisted consumers for Genoa to provide a CMC. A CMC has access to view consumer pharmacy records and works with the Genoa pharmacy in your area. All that is needed for us to provide a CMC is space for a desk, access to power, and a phone/internet line. Services offered through a CMC are slightly different than with an on-site pharmacy, but still add tremendous value to your center.

For a list of all the services a Genoa CMC can offer, see the back of this card.

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Integrated Pharmacy Services

Genoa, a QoL Healthcare Company Consumer Medication Coordinator Services	
Consumer Base (Medication Assisted Consumers)	200+ residential or medication assisted consumers
Dispensing Rx Volume (5 days per week)	20+ Rx/day
Space Needs	Area for a desk, phone, internet connection and power
Days to Become Operational	30-60 days
Full-Service Pharmacy Services, We Process All Medication Orders	Yes
Prior Authorization Assistance	Yes
Convenient Adherence Packaging	Yes
Refill Synchronization	Yes
Refill Reminder Calls	Yes
Delivery/Mail Options	Yes
24-Hour On-Call Pharmacy	Yes
Patient Assistance Programs (PAP) Assistance	Yes (States Vary/Fee May Apply)
Sample Medication Management	No
Phlebotomy, including Clozapine Monitoring	Yes
Communication with Center Staff	Yes
Assistance with Insurance Plans, including Medicare Part D	Yes
Medication Administration Records MARs/eMARs	Yes (Fee May Apply)
Medication Counseling (Pharmacist available by phone)	Yes
Billing Assistance	Yes
Online Tools Allowing You to View Sample Inventory, Consumer Profiles, and Utilization & Adherence Reports	Yes

Most services are provided by the pharmacy and not directly by the CMC.

Duties performed directly by the CMC vary by state in accordance with Board of Pharmacy regulations.



Centralized Pharmacy (Mail Order)

Genoa, a QoL Healthcare Company provides integrated pharmacy service that improve the lives of the consumers we serve and eases the workload of those that serve them. While not all operations are large enough to have an On-Site Pharmacy or a Consumer Medication Coordinator, Genoa can fill all consumer's prescriptions from one Centralized Pharmacy located near your facility.

This program is designed for smaller centers, case managers, home health and nursing agencies, residential organizations, community support programs, along with ACT and mobile treatment teams. Even better, we can implement this program in 30 days!

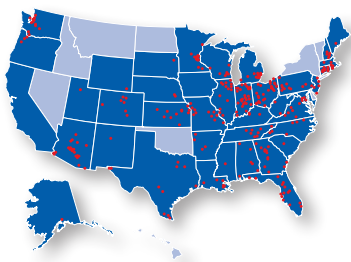
Genoa specializes in behavioral healthcare and knows the unique needs of this market. Our packaging options and dependable delivery are an added benefit for your consumers.

For a list of all the services a Genoa Centralized Pharmacy can offer, see the back of this card.

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Integrated Pharmacy Services

Genoa, a QoL Healthcare Company Centralized Pharmacy Services	
Consumer Base (Medication Assisted Consumers)	No Minimum
Dispensing Rx Volume (5 days per week)	No Minimum
Space Needs	None
Days to Become Operational	30-60 days
Full-Service Pharmacy, Fill All Medications	Yes
Prior Authorization Assistance	Yes
Convenient Adherence Packaging	Yes
Refill Synchronization	Yes
Refill Reminder Calls	Yes
Delivery/Mail Options	Yes
24-Hour On-Call Services	Yes
Patient Assistance Programs (PAP) assistance	No
Sample Medication Management	No
Phlebotomy, including Clozapine Monitoring	Yes
Communication with Center Staff	Yes
Assistance with Insurance Plans, including Medicare Part D	Yes
Medication Administration Records MARs/eMARs	Yes (Fee May Apply)
Medication Counseling	Yes
Billing Assistance	Yes
Online Tools Allowing You to View Sample Inventory, Consumer Profiles, and Utilization & Adherence Reports	Yes



Over 300 Behavioral Health Centers Across the Nation Already Enhance Their Programs with Genoa

ALASKA

Anchorage Community Mental Health Services

ALABAMA

Central Pharmacy (Florence)
Central Pharmacy (Gadsden)
Central Pharmacy (Mobile)
Central Pharmacy (Montgomery)
Montgomery Area Mental Health Authority
Spectracare Health Systems

ARIZONA

Adelante Healthcare (Mesa)
Adelante Healthcare (Surprise)
Arizona Counseling and Treatment (ACTS)
CODAC Health, Recovery & Wellness (Alvernon)
CODAC Health, Recovery & Wellness (Cobblestone)
Community Counseling Centers
Community Intervention Associates (Douglas)
Community Intervention Associates (Yuma)
COPE Community Health Center
Horizon Health & Wellness (Apache Junction)
Horizon Health & Wellness (Casa Grande)
Jewish Family & Children Services
La Frontera Southwest Clinic
Partners in Recovery, LLC
Southeastern Arizona Behavioral Health Services, Inc.
Southwest Behavioral Health Services (Mesa)

Southwest Behavioral Health Services (Payson)
Spectrum Healthcare

Terros Behavioral Health Services (Phoenix)

Terros Behavioral Health Services (Tempe)

Terros Behavioral Health Services (West Phoenix)

The Guidance Center, Inc.

Valle del Sol

West Yavapai Guidance Clinic

ARKANSAS

Arkansas Psychiatric Clinic
Community Counseling Services, Inc.
Ozark Guidance Center, Inc.
Western Arkansas Counseling and Guidance Center

COLORADO

AspenPointe
Community Reach Center
Health Solutions
Mental Health Partners
Mind Springs Health
North Range Behavioral Health
SummitStone Health Partners

CONNECTICUT

Bridges...A Community Support System
Community Health Resources, Inc. (Enfield)
Community Health Resources, Inc. (Manchester)
Gilead Community Services, Inc.
InterCommunity, Inc.
Rushford, a Hartford Healthcare Partner

Sound Community Services, Inc.
United Community and Family Services
United Services, Inc.
Wheeler Clinic Inc.

DISTRICT OF COLUMBIA

Community Connections

FLORIDA

Bridgeway Center
Centerstone of Florida, Inc.
Directions for Mental Health, Inc.
Gracepoint Management, Inc.
Henderson Behavioral Health (Ft. Lauderdale)
Henderson Behavioral Health (Tamarac)
Life Management Center of Northwest Florida Inc.
LifeStream Behavioral Healthcare
Meridian Behavioral Healthcare (Gainesville)
Meridian Behavioral Healthcare (Lake City)
Park Place Behavioral Health Care
SalusCare, Inc.
Suncoast Center Inc.
The Centers, Inc.
Winter Haven Hospital, Inc., Center for Behavioral Health

GEORGIA

Aspire Behavioral Health
Clifton Springs Mental Health Center
Cobb County Community Services Board

DeKalb Community Services Board

Gateway Behavioral Health Services (Brunswick)

Gateway Behavioral Health Services (Savannah)

Georgia Pines Community Health Services Clinic

Highland Rivers Center

Kirkwood Mental Health Center

Phoenix Center Behavioral Health Services

View Point Health

Winn Way Mental Health Center

ILLINOIS

Association for Individual Development (AID)

Centerstone of Illinois

Chestnut Health Systems, Inc. (Belleville)

Chestnut Health Systems, Inc. (Granite City)

Community Counseling Centers of Chicago

DuPage County Health Department

Ecker Center for Mental Health, Inc.

Heritage Behavioral Health Care, Inc.

Human Service Center

Lake County Health Department, Behavioral Health Services

Milestone, Inc.

Oak Street Health

Rosecrance Ware Center

Trilogy, Inc.

INDIANA

Adult & Child Mental Health Center Incorporated

Aspire Indiana Behavioral Health System (Anderson)

Aspire Indiana Behavioral Health System (Carmel)

Bowen Center

Centerstone of Indiana (Bloomington)

Centerstone of Indiana (Columbus)

Community Howard Regional Behavioral Health

Community Mental Health Center, Inc.

Cornerstone Behavioral Health

Cummins Behavioral Health Systems

Edgewater Systems for Balanced Living, Inc.

Four County Counseling Center

Hamilton Center

Indiana Health Group

LifeSpring

Meridian Health Services Corp.

Oaklawn Psychiatric Center (Elkhart)

Oaklawn Psychiatric Center (Goshen)

Oaklawn Psychiatric Center (South Bend)

Park Center, Inc. (Fort Wayne - Main)

Park Center, Inc. (Fort Wayne - Carew)

Porter-Starke Services, Inc.

Regional Mental Health Center (East Chicago)

Regional Mental Health Center (Merrillville)

Samaritan Center

Southwestern Behavioral Healthcare

Valle Vista Health System

Wabash Valley Alliance, Inc.

KANSAS

Central Kansas Mental Health Center

Crosswinds, Counseling and Wellness

Family Service and Guidance Center of Topeka, Inc.

Four County Mental Health Center

Health Ministries

High Plains Mental Health Center

Horizons Mental Health Center

Johnson County Mental Health Center

The Guidance Center

Valeo Behavioral Health Care

Wyandot Center

KENTUCKY

Bluegrass Regional Mental Health - Mental Retardation Board, Inc.

Seven Counties Services, Inc. (Broadway)

Seven Counties Services, Inc. (Crums Lane)

LOUISIANA

Capital Area Human Services

Florida Parishes Human Services Authority

Imperial Calcasieu Human Services Authority

Jefferson Parish Human Services Authority (Marrero)

Jefferson Parish Human Services Authority (Metairie)

Metropolitan Human Services District

MAINE

Community Health and Counseling Services

MARYLAND

Calvert County Mental Health Clinic

MASSACHUSETTS

Advocates, Inc.

ServiceNet, Inc.

MICHIGAN

Advantage Health Centers

Community Care Services

Covenant Community Care

Development Centers, Inc.

Lincoln Behavioral Services

Livingston County Community
Mental Health Authority
Monroe Community Mental
Health Authority
Riverwood Center
Southwest Counseling Solutions
Summit Pointe
Washtenaw County Community
Mental Health Agency

MINNESOTA

Associated Clinic of Psychology
Central Minnesota Mental
Health Center
Clozapine/Central Pharmacy
Family Life Center
Guild, Incorporated
Human Development Center
Mental Health Resources/
Central Pharmacy
Nystrom & Associates, Ltd.
(New Brighton)
Nystrom & Associates, Ltd.
(Woodbury)
People Incorporated
South Central Human Relations
Center
South Metro Human Services
Zumbro Valley Health Center

MISSISSIPPI

Central Pharmacy (Brandon)

MISSOURI

Clayton Behavioral
Community Counseling Center
Comprehensive Mental Health
Services, Inc.
Crider Health Center (Union)
Crider Health Center
(Warrenton)
Crider Health Center
(Wentzville)
Family Guidance Center
Great Mines Health Center
ReDiscover (East Lee's Summit)
ReDiscover (Lee's Summit)
ReDiscover (Kansas City)

Tri-County Mental Health
Services

NEBRASKA

Lutheran Family Services of
Nebraska, Inc.
Premier Psychiatric Group

NEW HAMPSHIRE

Community Partners
Genesis Behavioral Health
Greater Nashua Mental Health
Center
The Center for Life
Management
The Mental Health Center of
Greater Manchester

NEW JERSEY

Cape Counseling Services, Inc.
Comprehensive Behavioral
Healthcare, Inc.
CPC Behavioral Health
Ocean Mental Health Services,
Inc.
Preferred Behavioral Health of
NJ, Inc.
South Jersey Behavioral Health
Resources, Inc.

NEW MEXICO

Sage Neuroscience Center

NORTH CAROLINA

Family Preservation Services of
North Carolina, Inc.
Monarch (Charlotte)
Monarch (Greensboro)
October Road
RHA Behavioral Health Services
(Burlington)
RHA Behavioral Health Services
(Roanoke Rapids)

OHIO

Beacon Health
Behavioral Healthcare Partners
of Central Ohio, Inc.

Central Community Health
Board of Hamilton County, Inc.
Coleman Professional Services
(Canton)

Coleman Professional Services
(Kent)
Coleman Professional Services
(Lima)
Community Counseling Center
Community Services of Stark
County, Inc.

Concord Counseling Services
Day-Mont Behavioral Health
Care, Inc.
Greater Cincinnati Behavioral
Health Services (Amelia)
Greater Cincinnati Behavioral
Health Services (Cincinnati)
Harbor
North Central Mental Health
Services
One Health Ohio (Warren)
One Health Ohio (Youngstown)
Portage Path Behavioral Health
Primary Health Solutions
Ravenwood Health
Shawnee Family Health Center
South Community Behavioral
Healthcare
Talbert House
The Counseling Center
Turning Point Counseling
Center
Valley Counseling Services
Zepf Center

OREGON

Clackamas County Mental
Health
LifeWorks Northwest
Marion County Adult Behavioral
Health

PENNSYLVANIA

Alternative Community
Resource Program, Inc.
Central Pharmacy (Pittsburgh)
COMHAR
Community Guidance Center

Community Services Group
Creative Health Services
Irene Stacy Community Mental
Health Center
Mon Yough Community Services
Nulton Diagnostic and
Treatment Center
Safe Harbor Behavioral Health
Washington Communities
Human Services, Inc.

RHODE ISLAND

East Bay Center
Gateway Healthcare
(Charlestown)
Gateway Healthcare (Johnston)
Gateway Healthcare
(Pawtucket)
Providence Center
Quality Behavioral Health

SOUTH CAROLINA

Palmetto Long Term Care

SOUTH DAKOTA

Human Service Agency

TENNESSEE

Cheer Mental Health
Fortwood Center, a Service of
Helen Ross McNabb Center
Frontier Health
Helen Ross McNabb Center
Hiwassee Mental Health Center
(Athens)
Hiwassee Mental Health Center
(Cleveland)
Johnson Mental Health Center
Plateau Mental Health Center
The Guidance Center

TEXAS

Adapt of Texas
Andrews Center
Clarity Child Guidance Center
Emergence Health Network
(Central)

Emergence Health Network
(East Valley)
Hill Country MHDD Center
Spindletop Center
Tropical Texas Behavioral Health
(Brownsville)
Tropical Texas Behavioral Health
(Edinburg)
Tropical Texas Behavioral Health
(Harlingen)

UTAH

Valley Behavioral Health

VIRGINIA

Blue Ridge Behavioral
Healthcare
Danville-Pittsylvania CSB
Fairfax County CSB
(Alexandria)
Fairfax County CSB (Fairfax)
Horizon Behavioral Health
New River Valley CSB
Rappahannock Area CSB
Valley Community Services
Board

WASHINGTON

Central Pharmacy (Auburn)
Central Washington
Comprehensive Mental Health
Columbia Wellness
Community Services Northwest
Compass Health
Greater Lakes Mental
Healthcare
Kitsap Mental Health Services
Navos Mental Health Solutions
Sound Mental Health
Teva Clozapine Patient
Assistance Program
Valley Cities Counseling &
Consultation

WEST VIRGINIA

Southern Highlands
Westbrook Health Services, Inc.

WISCONSIN

American Behavioral Clinics
Central Pharmacy (Jackson)
Family & Children's Center
Journey Mental Health Center,
Inc.
Psychiatric Consultants &
Therapists
Washington County Mental
Health Center
Waukesha County Human
Services Department

WYOMING

Peak Wellness Center

300⁺
pharmacies
39
states & DC
500,000⁺
consumers/year



Clozapine Phlebotomy Service

Genoa, a QoL Healthcare Company provides phlebotomy service for clozapine consumers by providing access to our experienced phlebotomists. Our phlebotomists can go to the consumer's staffed residence or specified center to perform blood draws. We understand the blood draw process can sometimes be a challenge. Our phlebotomy schedule is flexible and we will work with you to accommodate current schedules for anyone making a transfer to Genoa when possible.

Genoa phlebotomists perform blood draws for consumers taking clozapine (Clozaril). The sample is sent to the lab and results are then given to the provider and Genoa pharmacy. Our pharmacists will enter required lab results into the clozapine (Clozaril) registry, and review those results to dispense accordingly. If there are abnormal levels, we are quick to notify all parties involved.

Genoa will also perform all of the necessary leg-work for anyone needing a clozapine (Clozaril) prescription transferred from another pharmacy to ours. It is important to us that this be a smooth transition for everyone involved.

Phlebotomist Duties



- Phlebotomists will coordinate draw schedule with your center, pharmacy manager, and consumer/or staffed residence
 - Phlebotomists will become familiar with clozapine (Clozaril) including side effects
 - Be able to recognize signs and symptoms of side effects or deterioration in a consumer's health
 - Be able to answer general questions about medications and refer clinical questions to our trained pharmacists
- Stay informed of changes in clozapine (Clozaril) regulations
 - Refer any unanswerable questions to the pharmacist
 - Phlebotomists will start and maintain a prescription management schedule on each clozapine (Clozaril) consumer
 - Phlebotomists will be educated on the national clozapine (Clozaril) registry
 - Phlebotomists will report unusual consumer activity and any indications of medication non-adherence
 - Phlebotomists will perform each blood draw when scheduled or will work with consumer/home to arrange for redraws when needed

Convenient Adherence Packaging

with on-the-go capabilities for your consumers



Genoa, a QoL Healthcare Company provides integrated pharmacy services that improve the lives of the consumers we serve and eases the workload of those that serve them. We developed our convenient adherence packaging in order to improve medication utilization. Our convenient adherence packaging is perforated which makes it easy to use while consumers are on-the-go. A day's worth of doses or a single dose can easily accompany consumers wherever they go.

One pack represents a seven day supply of medications, and each bubble provides:

- Consumer's name
- Date and day of week medication should be taken
- A list of medication in each bubble
- Color coordination for time of day to be taken
- Easy to open – peel back instead of push through; no foil backs
- A larger bubble, especially in the morning
- A detailed medication listing at the top of each card, including:
 - o Directions from prescriber
 - o Description of drug shape/color/imprint
 - o Number of pills in each bubble

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Genoa's specialized packaging option creates benefits for behavioral health centers, residential facilities, case managers, ACT teams, and consumers.

Behavioral Health Centers

Improved medication adherence. Since all medications are sorted by date and time in individual bubbles, it's less likely consumers will be confused.

Help for children/day programs. Daytime medication can be torn off the pack and sent to school or day programs.

Residential Facilities

Easy to administer. Pre-sorted medications and easy-open pull tabs on each bubble make administering medications a breeze. Hanging file hooks on each package increase storage options.

On-the-go capabilities. Since each bubble is detachable, consumers can take one dose or a weekend's worth of medication with them.

ACT Teams

Easy to transport. One card contains a week's worth of medication for each consumer. Since doses are detachable, they can be given daily as needed.

Safety checks. Validate the medication inside each bubble by using the medication list printed on the top of the pack. The list includes the number of medications and a description of each.



Sample of Genoa's Convenient Adherence Packaging

DOE, JOHN
Birth: 1970-01-01
LOC: III

1234 MAIN STREET
ANYWHERE, WA 12345, 3213213211

Genoa, a QoL Healthcare Company

Date: 01/01/15
File: 6-2407-141027

Caution: Federal or State law prohibits the transfer of this drug to any person other than the patient for whom prescribed.

Rx	Drug Name	Mfr	Drug Description	Qty	Ref	Instructions	Prescriber	Mo	Nn	Ev	Bd
24542	Fluvastatin xl 80mg tab		film-coated, yellow, round • •	28	11	1 tab everyday at noon	SMITH, SUZIE	0	1	0	0
24544	Omeprazole 40mg cap		amethyst, apricot, oblong • •	28	11	1 cap every pm	SMITH, SUZIE	0	0	1	0
24713	Divalproex er 500mg tab		film-coated, gray, oval • •	56	2	2 tabs every night at bed	SMITH, SUZIE	0	0	0	2
24541	Ziprasidone 80mg cap		white, blue, oblong • •	56	2	1 cap every am & 1 cap every night at bed	SMITH, SUZIE	1	0	0	1

<div>DOE, JOHN</div> <div>Saturday</div> <div>1-Ziprasidone 80mg cap</div>	<div>DOE, JOHN</div> <div>Saturday</div> <div>1-Fluvastatin xl 80mg tab</div>	<div>DOE, JOHN</div> <div>Saturday</div> <div>1-Omeprazole 40mg cap</div>	<div>DOE, JOHN</div> <div>Saturday</div> <div>2-Divalproex er 500mg tab</div> <div>1-Ziprasidone 80mg cap</div>
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<div>DOE, JOHN</div> <div>Sunday</div> <div>1-Ziprasidone 80mg cap</div>	<div>DOE, JOHN</div> <div>Sunday</div> <div>1-Fluvastatin xl 80mg tab</div>	<div>DOE, JOHN</div> <div>Sunday</div> <div>1-Omeprazole 40mg cap</div>	<div>DOE, JOHN</div> <div>Sunday</div> <div>2-Divalproex er 500mg tab</div> <div>1-Ziprasidone 80mg cap</div>

Break at the "nick" and peel from the liner →

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CALL YOUR DOCTOR FOR MEDICAL ADVICE ABOUT SIDE EFFECTS. YOU MAY REPORT SIDE EFFECTS TO FDA AT 1-800-FDA-1088

CAUTION: STATE OR FEDERAL LAW PROHIBITS THE TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN THE PATIENT FOR WHOM IT WAS PRESCRIBED. THIS PACKAGE IS NOT CHILD RESISTANT.

MADE IN CANADA

U.S. PATENT & 2788722 / 1508321 / 1508322



SCAP



Prior Authorization

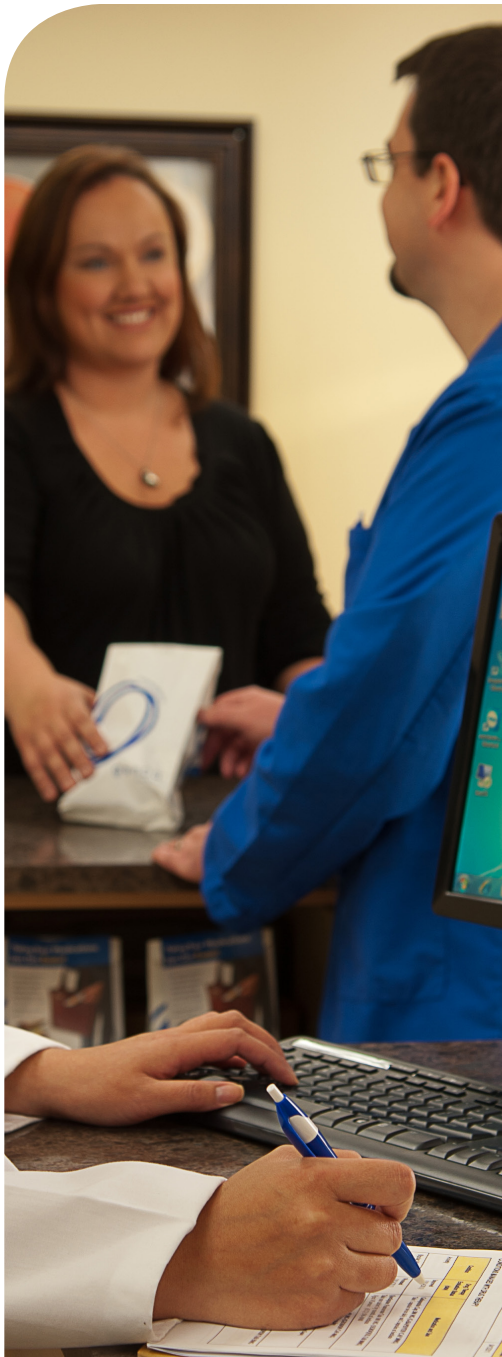
Prior Authorization (PA) is the process of obtaining advanced approval of coverage for a prescription medication. Many health plans require a PA for more expensive drugs, such as antipsychotic medications. Genoa, a QoL Healthcare Company offers PA assistance to our partners. If a prescription is rejected due to a PA requirement, Genoa will initiate that PA for our consumers and their prescribers. We do this through our online resource provided by our partnership with a reputable third party industry source or manually.

Our online resource allows us to find and initiate the correct PA form quickly from a website. Genoa staff will train your agency clinicians. The website is available 24/7/365 and does not require additional setup. This resource works with Medicare, Medicaid, and most commercial insurance plans. Genoa will complete as much of the form as possible with consumer demographics, insurance information, prescriber information, etc. The form then goes

to the prescriber electronically via efax to be completed and submitted to the payer. The prescriber may print, complete, and fax it in or the prescriber may complete the form using our online resource and submit it to the payer electronically.

Sometimes our agency partners provide us access to their Electronic Health Records (EHR) program. Many times the PA requires that the consumer has tried and failed a certain number of other drugs in a category (step therapy) before it will be approved. If we can look that information up on the center's EHR program some payers will allow us to complete the entire PA without even involving the prescriber.

Please keep in mind we can only provide prior authorization assistance to centers when the consumer is using Genoa. We cannot manage prior authorizations for the center if the prescription is going to be filled elsewhere.



Prior Authorization Features & Benefits

Features

- Assist in completing prior authorization forms
- Manual and electronic options
- HIPAA compliant
- Quick form location and submission
- Single resource to manage all PA follow up

Benefits

- Streamlined process saves you time and money
- Keeps your consumers on the medication you prefer
- Reduces unfilled prescriptions left at the pharmacy
- Builds relationships and improves PA response time

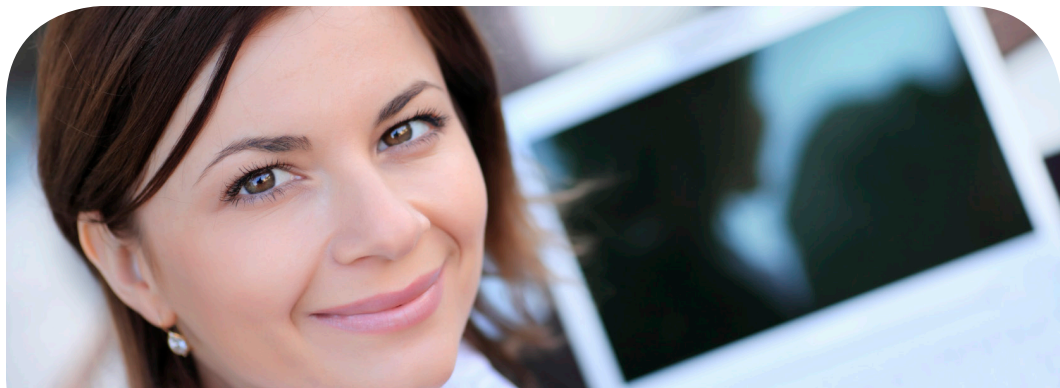
What Clinicians are saying about Genoa, a QoL Healthcare Company's Prior Auth Program

"The online resource is intuitive and has some very useful features. It's very time-saving to have the ability to access a large amount of prior authorization forms from different insurances- at just one website."

"Saving provider and clinic information on the system so that we can repopulate future forms is great because many providers have to request or renew PAs often."

"This Genoa Prior Auth Program increases the ease and efficiency of a normally burdensome process, helping clients as well as providers."

"It is great to be able to communicate to everyone involved whether or not a medication has been approved or denied with a few clicks of the mouse."



Genoa Online

Access Consumer Information From Anywhere

Genoa, a QoL Healthcare Company's online tools allow our partners easy access to valuable clinical and utilization information. Our online tool set is part of our standard service and you can access it from anywhere via the web. Genoa Online includes tools to help assess which consumers might not be using their medications the way they were prescribed.

In a world where everyone is viewed and measured on their ability to produce outcomes, we felt we needed to improve the ways that we can help identify trends or individual consumers that might be at a higher risk of re-hospitalization due to an issue of medication adherence. We also offer tools that provide access to electronic prescription refill requests and access to sample inventory.

Each Genoa Online user will be assigned to their specific group of consumers. The system is HIPAA compliant so your consumer profiles will be protected from any outside eyes. To sign up, visit our website at www.genoa-qol.com.

Using a Genoa pharmacy gives your staff increased control over consumers' medication treatments by putting pharmacies and pharmacy staff on site to work with you. Signing up for Genoa's online program takes that control to a new level.

NetRx

Ever wish you had access to a consumer's pharmacy information, even when you aren't at the office? With NetRx our center partners can view their consumers' complete medication profile, look up drug-to-drug interactions, request refills, and print drug monographs for consumer education, from anywhere.

As a NetRx user you can:

- Request refills
- Check drug interactions
- Print drug monographs
- Track medications
- View color photos of medications
- View the refill history of your consumers' medications
- Review medication profiles from home, on vacation, or anywhere with internet access

Sample Management

Why should you have to wander down to the med room or pharmacy to know if you have enough samples to offer your consumer? With Sample Management* you know what samples are in stock at the pharmacy in real time, without having to leave your office.

**Sample Management varies by state.*

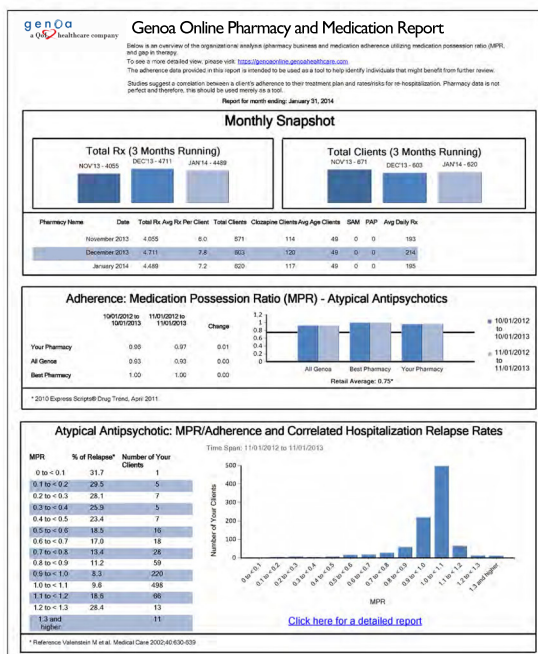
MedAnalyzer

In this changing healthcare environment, where healthcare providers are evaluated on our ability to produce outcomes, we provide tools to help identify consumers at risk for negative outcomes. This ranges from spotting overall trends in medication adherence, such as benzodiazepine overuse, to consumer-specific medication possession ratios and gaps in therapy which can indicate increased risk of hospitalization. MedAnalyzer users may login to the tool to run reports themselves or simply sign up for a monthly email summary (sample shown below).

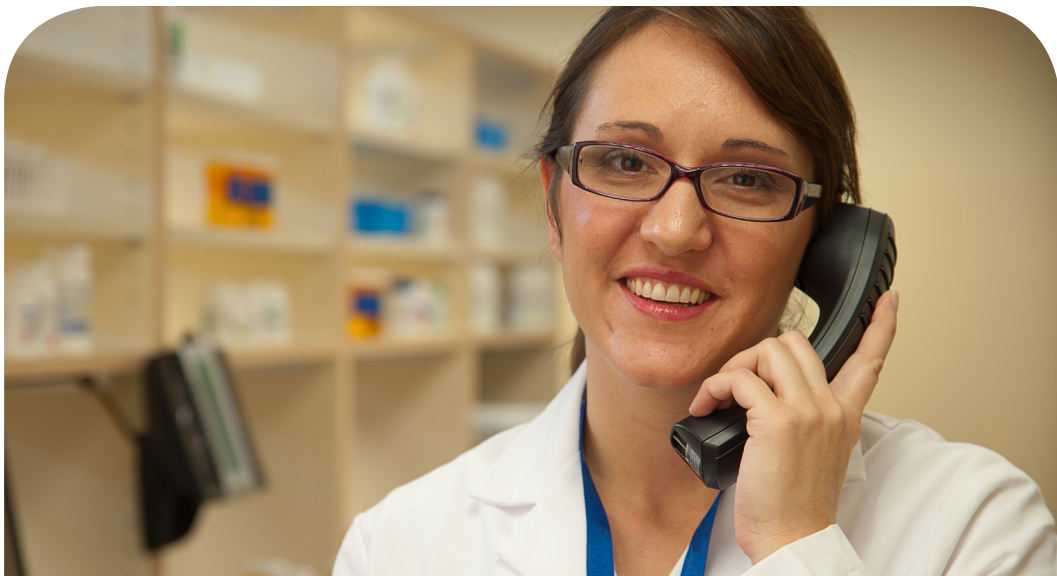
Medication Possession Ratio (MPR) and Gap in Treatment are two clinical reports available in the MedAnalyzer which measure overall drug utilization/adherence. MPR is the most common measure of consumer medication adherence. An MPR score of 1 is the perfectly adherent consumer who picks up every refill on time, whereas a consumer who picks up a 30 day supply every 60 days scores a MPR of 0.5. The Gap report is a common measure of the gap between refills. This report can also be used to identify consumers that are not filling their medications on time. These reports provide another tool to assist in determining if consumers are following the treatment plan you created with them. (Pharmacy data is not perfect and therefore, this should be used merely as a tool.)

As a MedAnalyzer user you can:

- Clinical Review
 - Use the reports to identify poorly adherent consumers
 - Use the information to develop a plan with the pharmacy to improve medication utilization
 - Review how your consumers are utilizing medications
- Pharmacy Business Review
 - Track the pharmacy business at your center by viewing reports online with specific access to your consumers and by exporting the reports to Excel
 - Evaluate pharmacy utilization within your organization
 - Review high level statistics on the population being serviced



I - Reference Valenstein M et al. Medical Care
2002;40:630-639



Refill Management: **Reminder Calls** & **Synchronization**

Personalized Refill Process

Determining the proper medication, combination of medications and dosage for behavioral health consumers can be a complex process, and establishing a baseline therapy is critical. Changes forced by side effects and non-response can be costly. As a result, Genoa, a QoL Healthcare Company takes a specialized approach that includes close consultation with convenient, co-located prescribers, unique packaging, timely refills and credits for unused medications that have not left the pharmacy's control. When Genoa pharmacists and prescribers identify consumers with potential safety or adherence issues or who may require frequent medication changes, Genoa takes responsibility for the timing of dispensing. A prescriber may want a consumer to only receive a supply of their medication shorter than 30 days, such as a 7 day supply. This allows for frequent monitoring of side effects and efficacy, ensures minimal gaps in treatment, and minimizes cost in the event that the prescription must be changed after a brief period. After the consumer is stabilized on a medication and the prescriber and

pharmacist determine the consumer can handle a 30-day supply, it will be dispensed.

Refill Reminder Calls and Synchronization

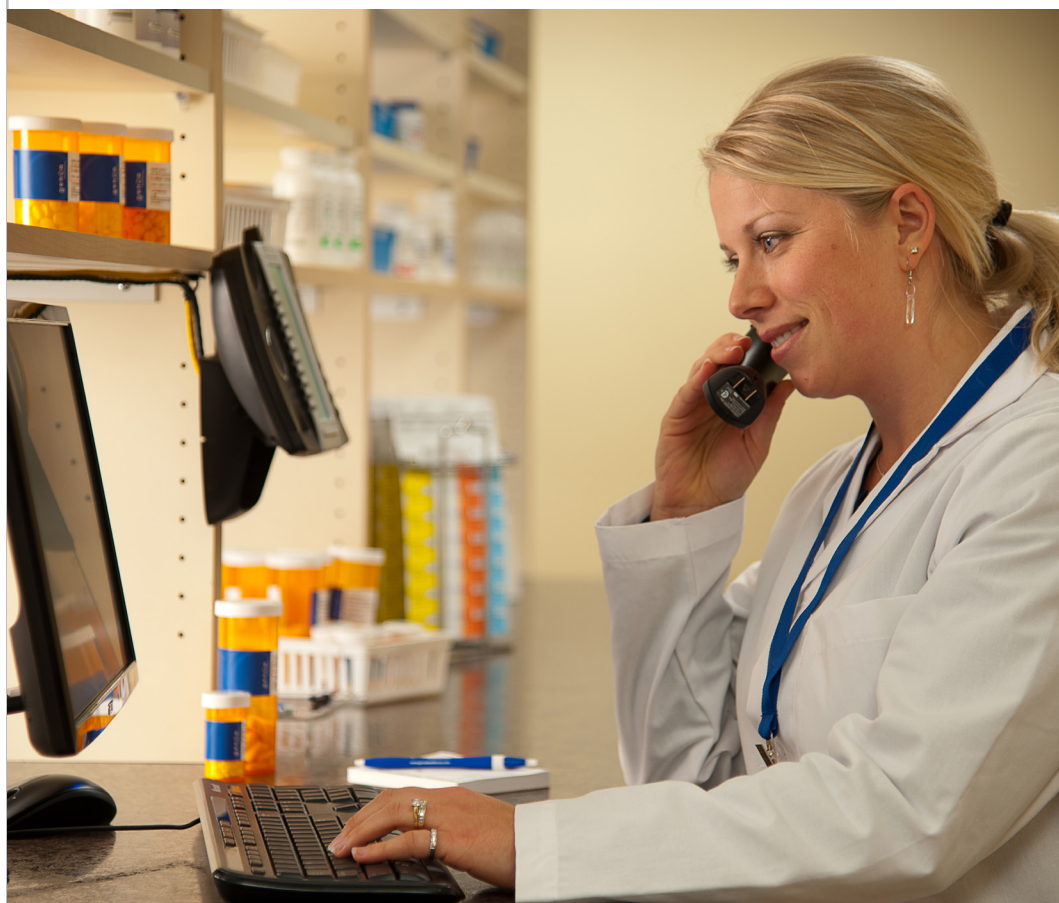
When it is time to refill the prescription, Genoa offers reminder phone calls staffed by Genoa pharmacists and pharmacy technicians who are trained to contact a consumer's treatment team in the event that there is any concern or the consumer is not reachable. Although this is time consuming, it helps to ensure continued adherence for an at-risk population. Genoa also works with consumers and providers to synchronize refills of medications, so they can refill all their medications at the same time. Filling all medications at the same time creates less confusion for the consumers and can provide cost savings. Furthermore, since transportation is often an issue for the consumers we serve, combining refills into a "one time pickup" reduces the chance of a gap in treatment for all medications.

Medication Adherence

On-site services, unique packaging, coordinated dispensing and reminder phone calls translate directly to improved clinical outcomes. These are just some of the services offered by Genoa pharmacies. These services decrease waste and lower healthcare costs and provide concrete benefits to all stakeholders.

Genoa's unique approach has allowed us to consistently outperform traditional pharmacies in key metrics of Medication Possession Ratio (MPR) and Gaps in Treatment. MPR is a common measure of consumer medication adherence. A score of 1 is the perfectly adher-

ent consumer who picks up every refill on time, whereas a consumer who only picks up one 30-day supply every 60 days scores 0.5. We consistently outperform published MPRs. For example, in the 2010 Express Scripts Drug Trend Report, traditional retail pharmacies scored a 0.75 on MPR for antipsychotics, while Genoa scored 0.9 for this class of drugs. According to published data and research, this improvement should result in approximately \$1,000,000 in savings every year for every 1,000 consumers with schizophrenia served.





Medication Administration Records (MARs)

Genoa, a QoL Healthcare Company has the ability to provide Medication Administration Records (MARs) which have some tailoring capability.

For each medication, we can choose to print (or not print):*

1. Side effects for that drug
2. Drug imprint/shape/color
3. Prescriber
4. Rx number
5. Order date
6. Diagnosis per order
7. Refill remaining and Rx expiration date
8. "X outs" – X's in the days that a med is not given (e.g. if a med is given weekly on Monday the rest of the days can be X'd out)

Electronic Medication Administration Records (eMARs)

Genoa has experience interfacing with electronic medication administration records (eMARs). eMARs allow our partner centers (often residential agencies) that use an online system to log med-passes for consumers in a real-time web based system. Genoa can interface with an eMAR system so that any time a new medication is ordered or changed and processed through our pharmacy system, the eMAR system will adjust accordingly. This prevents medication administrators from having to transcribe new MAR entries mid-month.

** Keep in mind that the choices affect all medications and all consumers in a facility code.*

Benefits of eMARs

- eMARs automate tasks performed today by staff members
 - Reduce med errors and omissions
 - Automate MAR without replacing back office systems
 - Email & text alerts
 - Improve survey results
 - Save caregiver and nurse time
 - Real time reports and referrals
- Reduction in MAR maintenance time approx 1 hr/consumer/month
 - Reduce MAR copying; less administration; instant med changes; easier nurse notes
 - Rapid end of month MAR review & approval with electronic distribution and signature
- Replace printed MARs; med data is current and there is no need for reprints
- Improve communication with pharmacy via emails from eMAR
- Higher quality care as marketing item to attract consumers

MAR Sample

MEDICATION		HOUR	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
BENZTROPINE 0.5MG TAB: TAKE 1 TABLET BY MOUTH EVERY NIGHT AT BEDTIME [832 bm05][white, scored, round] Dr: SMITH, JOE		8 PM																															
		SIDE EFFECTS:	ANXIETY, CONFUSION, NAUSEA, VOMITING, MOOD CHANGES, UNCONTROLLED MOVEMENTS																														
CLONAZEPAM 0.5MG TAB: TAKE 1 TABLET BY MOUTH EVERY NIGHT AT BEDTIME [teva]832[yellow, scored, round] Dr: SMITH, JOE		8 PM																															
		SIDE EFFECTS:	DIZZINESS, DROWSINESS, NAUSEA, VOMITING, BEHAVIOR CHANGE, CONFUSION																														
THIORIDAZINE 100MG TAB: TAKE 1 TABLET BY MOUTH TWICE A DAY [m 61]100[film-coated, orange, round] Dr: SMITH, JOE		8 AM																															
		8 PM																															
		SIDE EFFECTS:	SEDATION, ORTHOSTATIC HYPOTENSION, TARDIVE DYSKINESIA, PARKINSONISM																														
LIPITOR 20MG TAB: TAKE 1 TABLET BY MOUTH EVERY NIGHT AT BEDTIME [pd 156]20[film-coated, white, elliptical] Dr: SMITH, JOE		8 PM																															
		SIDE EFFECTS:	BLOATING, CONSTIPATION, HYPERTRIGLYCERIDEMIA, MALABSORPTION SYNDROME																														
FIBER LAX 625MG TAB: TAKE 1 TABLET BY MOUTH TWICE A DAY [cpc 339][beige, scored, oblong] Dr: SMITH, JOE		8 AM																															
		8 PM																															
		SIDE EFFECTS:	NAUSEA, ABDOMINAL CRAMPING, DIARRHEA, RASH																														
EUCERIN CRE: USE AS NEEDED AS DIRECTED Dr: SMITH, JOE		P																															
		R																															
		N																															
CLONAZEPAM 0.5MG TAB: TAKE 1 TABLET BY MOUTH DAILY AS NEEDED [teva]832[yellow, scored, round] Dr: SMITH, JOE		SIDE EFFECTS:	HYPERSENSITIVITY REACTIONS, PHOTSENSITIVITY,RELATED TO SYSTEMIC ABSORPTION																														
		P																															
		R																															
		N																															
		SIDE EFFECTS:	DIZZINESS, DROWSINESS, NAUSEA, VOMITING, BEHAVIOR CHANGE, CONFUSION																														
		BIRTH DATE AGE ADMIT DATE 01-01-1951 61																															
SITE CODES: 1, LUOQ = Left Upper Outer Quadrant (Gluteus) 2, RUOQ = Right Upper Outer Quadrant (Gluteus) 3,LD = Left Deltoid 4, RD = Right Deltoid 5, LT = Left Thigh 6, RT = Right Thigh		ROUTINE MEDICATIONS 1. Initial hour medication is given. 2. Circle refused and omitted doses (explain on reverse).										3. Initial hour injection is given and (using additional box below note site of injection in code).																					
DIAGNOSIS SCHIZOAFFECTIVE DIS-CHR		ALLERGIES PENCILLINS										DATE 06-12-2012																					
PATIENT Medical Records # DOE, JOHN	PATIENT NO 2445	STA	ROOM	BED	SEX M	PHYSICIAN SMITH, JOE ALT PHYSICIAN										PHYS PHONE ALT PHONE										PAGE 1							



PAP Management & Sample Management

PAP Management

Genoa, a QoL Healthcare Company understands that our consumers will need to utilize multiple available resources to obtain their needed medications when a payer source or pharmacy benefit is not available. Genoa can assist our partners with Patient Assistance Program (PAP) medications, in states where permitted by law. Our pharmacy staff can assist in the PAP application process, and receive and stock the medications when they are sent to the center. A fee may apply for PAP management services.

Client Enrollment Form

☐ New Client ☐ Existing Client

Client Name _____ Social Security Number _____

☐ Change of Information

City _____ State _____

Shipping Address (if different) _____

City _____ State _____

Section 2: Insurance Information

Payer Billing Information – please provide copy of insurance card

Address _____

City _____ State _____

Primary Insurance _____

Secondary Insurance _____

Section 3: Medical History

Do you have any medical conditions, please describe _____

☐ No ☐ Yes

Sample Management

Genoa also provides management and dispensing of sample medications, in states where permitted by law. Allowing Genoa to manage these medications allows our partners to have better control over the sample inventory, as well as enable our partners to meet and exceed any regulatory requirement (such as Joint Commission or CARF). Sample management is a service Genoa offers to our partners at no cost.





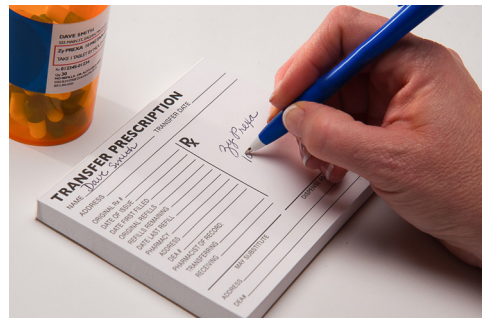
340B Drug Discount Program

Integrated Care Models

As integrated care models expand, more behavioral health centers are partnering with Federally Qualified Health Centers (FQHCs) or becoming FQHCs or FQHC Look-Alike themselves. One of the benefits for FQHCs and Look-Alikes is access to drug discounts through the 340B Program.

Experience

Genoa, a QoL Healthcare Company, has vast experience with the 340B program, including pharmacies located on-site within FQHCs. If your center is eligible for the 340B Drug Discount Program, we can be your pharmacy.



We understand the complexities of the 340B Program, and our experience allows us to help simplify processes. The convenience, visibility, and services of an on-site Genoa pharmacy can also maximize the benefits of the 340B Program to your center.

Benefits of Choosing Genoa as Your 340B Pharmacy

- On-site pharmacy provides convenience and increases access for consumers
- Pharmacist works closely with consumers and your staff
- Pharmacy manages 340B drugs using a virtual inventory
- Competitive pricing
- Most third party insurance plans accepted





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