

# MOMENTUM

A Quarterly Newsletter from MedCall

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## MedCall Connect: Connecting LTC Pharmacies With Practical Services Solutions

Each year, the MedCall Team is eager to attend the MHA Annual Business Summit. This year, the summit returned to the beautiful Bellagio in the non-stop city of Las Vegas. It's the one event where we get to see so many of our friends and clients and learn more about overall challenges facing the long-term care pharmacy industry.



But this year, we were more than eager to go to the summit. We were energized! We were enthusiastic!! We were ecstatic!!!

Because at the MHA Business Summit, we launched MedCall Connect, our new bundle of solutions that help LTC pharmacies run more efficiently.

"MedCall Connect lets LTC pharmacies maximize the power of their PBM," said Ann Beal, senior director of Operations at MedCall. "MedCall Connect is an around-the-clock extension of our clients' operations. It offers the practical solutions LTC pharmacies need to effectively run their businesses."

According to Ann, MedCall started with its core pharmacy benefit management service and then explored the ways to offer additional resources that make sense for clients. "We found that LTC pharmacies were challenged with three key matters: on-call coverage, an increased demand for infusion services and dependable STAT delivery services," said Ann. "From there we developed the line of connected solutions that free LTC pharmacy providers from these worries."

With MedCall Connect providing PBM, On-Call, IV and STAT delivery support, LTC pharmacy providers reduce the time spent on scheduling, paperwork and deliveries. An added bonus – clients get one consolidated invoice from MedCall for the services offered under MedCall Connect.

MedCall Connect lets LTC pharmacy providers focus on what's important to them by offering:



A PBM solution that boasts a nationwide network of more than 65,000 retail and specialty pharmacies that provide backup medications to LTC facilities, as needed.



A 24/7 On-Call Solution that gives clients consistent, professional pharmacist and technician after-hours coverage.



An IV Solution – with an established nationwide network – that saves clients time and effort by offering access to hundreds of infusion pharmacies.



A STAT Delivery Solution with an online customer portal that makes it quick and easy to schedule, monitor and analyze time-sensitive deliveries.

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## MedCall at the MHA

Regional Director of Sales Kevin Kirkpatrick called it, “the best tradeshow I’ve been to in 15 years.”

### 2016 MHA BUSINESS SUMMIT

What’s he describing? It’s the MHA 13th Annual Business Summit in Las Vegas. And the MedCall team was there in full force.

More than 1,400 long-term care, home infusion, specialty and other alternative-site pharmacy professionals and healthcare executives attended this event, giving MedCall the opportunity to meet with pharmacy owners and operators.

The conference focused on economic trends, legislation, legal issues and other market forces affecting providers. Attendees heard from national speakers, such as former Speaker of the U.S. House of Representatives, John Boehner.



Jessica Rosonowski (left) and Ann Beal at the MedCall Connect Booth

MedCall had the opportunity to meet with clients along with building on its relationship with MHA. “The days went by so quickly,” added Jessica Rosonowski, a national account manager. “But the conference was a huge success. It was great to visit with clients and talk with the providers who stopped by our booth.”



The MedCall Team at the MHA, from left: David Ballesteros, Jeff Tingey, Erin Seyler, Jessica Rosonowski, Tiffany Gay, Ben Bradley, Patt Hurley, Ann Beal and Kevin Kirkpatrick.

## Conference Central

MedCall will be attending these upcoming conferences and tradeshows. Please stop by our booth to learn more about our practical solutions to efficiently run your LTC pharmacy.

**April 16—April 19**

**National Association of Chain Drug Stores  
2016 Conference**

The Breakers  
Palm Beach, FL

**May 1—May 4**

**NCPDP Annual Technology & Business Conference**

Westin Kierland Resort & Spa  
Scottsdale, AZ

**July 20—July 23**

**QS1 Customer Conference 2016**

Disney’s Yacht Club Resort  
Lake Buena Vista, FL



### MedCall Connect from page 1

While at the MedCall Connect booth, National Sales Director Kevin Kirkpatrick met with many customers, and he appreciated the ability to connect – and reconnect – with clients and prospective clients.

“As an MHA member, LTC pharmacies have access to the MedCall Connect services,” Kevin explained. “Some providers were unaware that they were enrolled for this service. Meeting with them, I could re-explain the process and highlight the value adds of the program.”

MedCall had subject matter experts from all four programs on hand to help LTC pharmacy providers have a better understanding of how MedCall Connect can help them in their daily operations.

The response was extremely positive,” said Ann. “We are excited about MedCall Connect, and know that our clients will find it a valuable resource.”

Missed the MHA Business Summit and want to know more about MedCall Connect? Call us at 866.607.6980 or email us at [info@medcallrx.com](mailto:info@medcallrx.com) for more information.



## Meet Sharon Dotson, Client Services Representative Lead

Let's go back in time a few years, back to 2007.

That year, two long-term care pharmacists started the MedCall operation in Oxford, N.C.

Rounding out the staff: a chief financial officer.

About a year later, that small team realized they needed to add office support and hired MedCall's first employee, Sharon Dotson as office manager.

Flash forward to 2016, and Sharon is still supporting MedCall clients but she has added more responsibilities to her scope of work. She is now client service representative lead. "When I started, MedCall was a small business in Oxford," remembers Sharon. "I never would have imagined that company would have grown to offer so many services."

When MedCall began, the company offered pharmacy benefit management services for long-term care pharmacies. Today, MedCall – through its MedCall Connect offerings – also fills LTC pharmacy needs for after-hours coverage, infusion services and STAT deliveries.

As the client service representative lead, Sharon answers calls pertaining to claims adjudication, enrollment and benefit interpretation. She is the subject matter expert on current processes, procedures and policies for the client service representatives. In addition, Sharon also monitors daily staffing levels and evaluates workloads to ensure processing expectations are met.

I can go home each day,  
satisfied in knowing that I've  
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clients with their needs.

Sharon Dotson  
MedCall Client Service Representative Lead

According to her supervisor, Katie Anceravage, Sharon is an asset to the MedCall client services team. "Sharon's tenure with the company gives her great insight into the needs of LTC pharmacies," said Katie. "Most importantly, she cares deeply about our clients' satisfaction, which shows when you overhear Sharon's conversations with customers."



Sharon enjoys working at MedCall because no two days are the same. According to her, the job is never boring. Even her 40-mile commute to work has an upside. "I enjoy seeing and working with my colleagues," Sharon said. "They make the trip worth it."

Sharon is originally from Beckley, W.V. and still lives in Oxford with her fiancé Michael. She has one daughter, Crystal. Family gatherings include making room for six grandchildren, with Crystal's three children and three step-children. In her free time, Sharon likes to garden, golf and shop. And when time permits, she likes to travel to visit her family in Bristol, Tenn., near the Virginia border.

When MedCall moved to Raleigh in 2013, Sharon transitioned to the position of client service representative. In 2015, she moved into her current role as client service representative lead.

From the earliest days of the company, Sharon has helped many customers and feels that it's important to give MedCall's long-term care pharmacy clients the attention they need, whether they're long-time partners or just coming on board. Providing clients with exceptional customer service is Sharon's personal mission. "I am proud of the customer support MedCall provides our clients," said Sharon. "I can go home each day, satisfied in knowing that I've gone above and beyond to help clients with their needs."

Sharon's eight years with MedCall has given her the opportunity to be a part of significant change with a renewed focus on customer service. "Technology is becoming a larger part of our work lives; but technology will never replace connecting directly with our clients," she said. "Being there, around the clock, for our customers. I know that is MedCall's secret for success."