



Client highlight

BioMatrix Specialty Pharmacy

About BioMatrix Specialty Pharmacy

BioMatrix Specialty Pharmacy offers nationwide, accredited specialty pharmacy services and digital health technology solutions for a range of chronic health conditions. Its clinicians and support staff offer a tailored approach to every therapeutic category, helping to improve the quality of life for patients and producing positive outcomes along the healthcare continuum. In a rapidly changing healthcare environment, the organization is a trusted specialty pharmacy for patients, prescribers, pharmaceutical manufacturers, and payers.

Solutions in use: CareTend®, powered by WellSky®, WellSky Engagement Manager, and WellSky Managed Services

BioMatrix Specialty Pharmacy strives to simplify the patient journey and reduce the time it takes to provide patients with often life-saving specialty medications. As an organization that has grown rapidly both organically and through the acquisition of other specialty and infusion pharmacies, Meagan Sampogna, President & COO, BioMatrix Specialty

Pharmacy, knew streamlining and standardizing pharmacy operations would be a key component for the company's ongoing success. In order to align operations across nationwide locations, and with additional acquisitions on the horizon, Sampogna needed a scalable software and analytics solution with features and workflows specific to specialty pharmacies.



"We needed a workflow-driven solution that allowed us to build sophisticated business rules with the operational steps required to support patient care and the needs of providers, payers, and drug manufacturers. WellSky has supported our growth with the development of their data migration utility, which facilitated the integration of our many disparate pharmacy management systems onto one platform."

Meagan Sampogna, President & COO, BioMatrix Specialty Pharmacy

BioMatrix Specialty Pharmacy's primary goal was to move away from legacy pharmacy environments and create a singular operating system. Every

physical pharmacy location had its own instance, workflows, and business rules, creating challenges for accessing and analyzing enterprise-level data. The implementation occurred in two phases, beginning in 2017. The first phase focused on creating a singular platform for legacy pharmacy locations. With a singular system in place, Phase 2 implementations focused on integrating additional pharmacies that BioMatrix acquired during the initial implementation phase. Sampogna explained that WellSky's data migration utility and CareTend specialty pharmacy software were critical to attaining their primary goal. "We now have a singular, scalable system supporting our business rules and providing consistent data and metrics across all of our pharmacy locations. The process helped us standardize workflows in addition to better defining user roles and responsibilities.



"CareTend also had clinical assessment capabilities. As a patient-focused organization with dual enterprise URAC and ACHC accreditations, the software allows us to better serve our patients and other health stakeholders. Accessing clinical data and generating reports in real time allows us to better highlight the value of our clinical and support services."

Meagan Sampogna, COO, BioMatrix Specialty Pharmacy

Always improving

Migrating to a single platform has generated significant benefits for the organization. By providing visibility into duplicative instances, pharmacy staff could easily exchange data and resources from one location to another, an essential feature during business contingency plans such as the early phases of the pandemic. "If I was short-staffed in one pharmacy location, but had resources available at another, our various teams could easily jump in and provide the necessary business continuity support. We could move prescriptions and data very easily, with all the information required for our teams to provide effective clinical and support services in a nearly seamless fashion," Sampogna explained.

In addition to providing a singular instance for pharmacy locations that is scalable for future acquisitions, the CareTend migration also helped BioMatrix with strategic priorities related to organic growth. BioMatrix has focused its clinical and administrative expertise to create Centers of Excellence (COEs) supporting unique patient populations and two primary categories of specialty medications; those infused with the support of a home health nurse, and those that are oral or self-injectable. Each specialty drug category requires unique workflows and business rules to facilitate the best health outcomes, maintain compliance, and support accurate billing and reimbursement.





CareTend is a system with interoperability, allowing BioMatrix to manage the distinct needs of each COE under the same system.

CareTend software also supports integration with modules such as the WellSky Engagement Manager powered by Citus Health. The web and mobile-based platform integrates with CareTend software to improve documentation processes and increase communication between patients, the pharmacy, and clinicians. "The integration with WellSky Engagement Manager provided secure text, chat, and e-signature capabilities increasing patient engagement, simplifying the process for securing required documentation, and helping us minimize the number of manual interactions we were having with patients — a real game changer," Sampogna said. "The system allows us to communicate with patients in their preferred manner while automatically storing relevant data in the patient record."

The key to a successful partnership

When asked how WellSky has simplified operational activities and efficiency for her company, Sampogna explained that one of the reasons her team is successful at putting patients first every day is because they are supported by a system that allows them to deliver necessary services more effectively. "First and foremost, I listen to my team; they are

the ones on the front lines helping patients manage complex therapies. If there is something they cannot accomplish using our current technology in some way, shape, or form, we work closely with WellSky to address those needs," Sampogna said.

Over the last year, BioMatrix and WellSky strengthened their partnership and commitment to continual process improvement through a managed services arrangement with WellSky's professional services team. "Having connectivity to the solutions team has provided an open communication loop where we can both share feedback and work together to find solutions," Sampogna said. "It used to be that we would work upgrades around our schedule. Now we are taking a more proactive approach by doing quarterly updates, so we always have the latest and greatest capabilities available to us. On average, this reduced our number of IT support tickets by 65 percent."

BioMatrix Specialty Pharmacy is just one of several specialty pharmacies that use WellSky software solutions to help manage the complex and evolving world of specialty pharmacy. As Sampogna puts it, "I don't view WellSky as a vendor or supplier but a true strategic partner. We appreciate having a voice and a seat at the table. Together we will continue to find innovative solutions empowering our team to better serve the patients and health stakeholders who depend on our service and support."



Request a personalized demonstration today to see how WellSky can help your specialty pharmacy **maximize growth** and **improve client outcomes**.

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