



FACT SHEET

WHO WE ARE

Headquartered in Renton, Wash. (near Seattle), Genoa Healthcare® is the largest provider of behavioral health pharmacy and medication management services for individuals with behavioral health and other complex, chronic health conditions in the U.S.

MISSION

Genoa's mission is to deliver outstanding value to consumers and partners by improving the quality of life for individuals living with behavioral health and other complex health issues through a higher level of pharmacy care.

OUR WORK

I. Full-Service Pharmacies

- Genoa serves nearly 1 million consumers in more than 650 full-service pharmacies.
- For more than 20 years, Genoa has been providing pharmacy services dedicated to people living with serious and persistent mental illness, addiction and other complex conditions. Most of our pharmacies are located in the community mental health centers where these individuals receive care.
- The majority of our consumers are covered by Medicaid or Medicare. They often struggle to hold down a job and maintain stable housing and reliable transportation. They need extra support to stay on complicated medication treatment plans.
- Our services are specially tailored for these challenges and are custom-designed for each individual. This includes:
 - Providing pre-filled pill organizers that make it easier for consumers to take morning, afternoon, and evening medications;
 - Synching prescription refills that align refill dates and simplifying refill pick-ups to coincide with clinic appointments;
 - Conducting proactive medication adherence outreach calls for prescription refills;
 - Offering free delivery services and 24/7 on-call support; and
 - Helping with insurance prior authorizations to avoid gaps in care.
- Genoa's services are grounded in the trusting relationships we build with our partners and consumers. Those relationships are the reason we achieve a 95 net promoter customer satisfaction score with consumers, and an 81 net promoter score with clinic partners.

- A peer-reviewed study comparing Genoa pharmacy consumers to those using a traditional retail pharmacy found that Genoa consumers had:
 - A more than 90% medication adherence rate;
 - 18% fewer emergency room visits; and,
 - 40% fewer hospitalizations.

2. Clinical Services

- Genoa Clinical Services decrease total cost of care through our comprehensive medication management services. We manage high-risk members of health plans with complex health issues. Most have four or more chronic illnesses, take more than 10 medications each day, and have more than \$50,000 in medical care costs annually.
- Our pharmacists conduct comprehensive medication management reviews by phone.
- Our pharmacist-oriented care management platform guides providers to deliver best practice care while it documents pharmaceutical care systematically and comprehensively.
- Health plans and provider groups look to us to help improve affordability and quality measure performance.