

UNC AMCP Pharmacy Benefits and Billing Handbook

UNC Eshelman School of Pharmacy

Project Description & Implementation Overview

PharmD students wrote a concise guide on various topics within health care insurance, including an overview of health care costs, Medicare and Medicaid, and the insurance system (i.e. payment processing and prior authorizations). Following editing by faculty advisors, the finished guide was made available to all students for purchase. Students involved in this project had the opportunity to research various areas of health care insurance, which proved invaluable for their future rotations.

Purpose of the Project

Due to the complexity of the healthcare system, our aim was to create a quick and easy-to-read guide for students to refer to when on rotations. Also, student contributors could build upon their research and writing skills. The completed resource is a great reference for students on their practice experiences.

Project Budget: Expenses and Revenues

Before we produced the handbooks, we had students preorder them so that we could have our costs covered. It cost approximately \$6 to produce each handbook, and we sold them for \$15 each. Our overall profit was approximately 400 dollars. It was a very successful fundraiser for our chapter and we plan to reach a larger market in the future to produce even more revenue.

Who and How Many Chapter Members are Involved?

Committee of 25 PharmD students that were current members of our local chapter.

Who Should be Targeted? Audience or Involvement? How Do You Find Them? How Do You Contact?

Students and practitioners involved in the health care field. We had managed care pharmacists from the field as well as pharmacy school faculty proofread the handbooks.

What Materials are Needed? Outside Resources, Ordering, etc?

To produce the final product, a connection with a printing shop is necessary. UNC has a printing shop on campus, and we worked through them. Production is an important step, and quotes should be obtained along with expected timelines, etc. We promoted selling the handbooks via email and social media.

Timeline for Implementation and Execution

- September 2015: Creation of Table of Contents and outline of project timeline determined by project coordinators. (5 hours)

- October 5th-November 10th, 2015: Members were divided into “teams” to work on one of the major 5 sections of the Handbook. Weekly meetings were held with entire teams to collaborate their progress made in the week. Monthly meetings were held by all those involved to monitor progress. (50 hours)
- November 15, 2015- February 10, 2016: Contents were sent to multiple professionals for editing while members worked to format the content into pages that could be sent for printing. (20 hours)
- March 2016: Prototype printed and advertised to student pharmacists and preceptors. Select UNC community preceptors added the handbook to their syllabus for their IPPEs and APPEs. (10 hours)
- March 28th-April 7th: Large-scale production and distribution to interested PharmD students (4 hours)

Follow-up with Faculty Members/Volunteers/Participants

We thanked our professional reviewers with handwritten thank you notes. The participants were thanked profusely as well. We credit the handbook as one of the major contributors to our chapter winning AMCP Chapter of the Year in 2016, and thanked our members for their contributions.

Project Evaluation:

What Went Well? What Didn't? How Would You Improve for the Next Year?

Overall, the process went smoothly. It is crucial to leave ample time for final formatting and production of the handbooks. The way that we could improve for next year is to establish a committee early on for the next draft of the handbook. In addition, we could include more professional reviewers to look at the handbook and give feedback.

Timeline/Checklist for Project: September 2015 – April 2016

Date	Activity	Responsible Party
September 2015	Creation of Table of Contents and outline of project timeline determined by project coordinators. (5 hours)	project coordinators
October 5th-November 10 th , 2015	Members were divided into “teams” to work on one of the major 5 sections of the Handbook. Weekly meetings were held with entire teams to collaborate their progress made in the week. Monthly meetings were held by all those involved to monitor progress. (50 hours)	project coordinators and committee members
November 15, 2015- February 10, 2016	Contents were sent to multiple professionals for editing while members worked to format the content into pages that could be sent for printing. (20 hours)	project coordinators and professional reviewers
March 2016	Prototype printed and advertised to student pharmacists and preceptors. Select UNC community preceptors added the handbook to their syllabus for their IPPEs and APPEs. (10 hours)	project coordinators
March 28 th -	Large-scale production and distribution to interested	project coordinators

April 7 th	PharmD students (4 hours)	
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