



Your top **5**  
resupply remedies

When it comes to resupply for your business, the benefits are tremendous. But the road you travel to get there requires a lot of heavy lifting – from starting the initial patient setup to bringing your patients live to keeping them active in the program. And now that teams are running so thin and many working remotely, you have an even greater uphill battle.

With the right technology to automate those pieces, you no longer need to bear the burden of picking up the phone to call patients for their orders or even checking eligibility. In fact, providers using a leading resupply solution like Brightree's deliver accurate and on time orders to patients while finding they're able to redeploy resources. And, so can you.

Read on for the **top 5 challenges** providers report facing in the realm of resupply and, most importantly, **your top 5 fixes**.



# Challenge 1

## Can't keep a schedule.

You need to make sure patients get the supplies they need when they need them, but you're behind with too many patients to call and no time to do it.



**Keeping up with multiple resupply schedules for hundreds of different payers, products and patients is daunting.**

And when you try to track it all manually on calendars, it's easy to see how things can slip through the cracks. Providers also tend to focus on patients who are actively ordering rather than those populations that are stalled or unable to order. Failure to track that group leads to an increase fallout for those patients.

# Resupply remedy

Using technology that can automate those schedules and manage the complexities takes the guesswork out of your tasks including who needs outreach each day. A modern resupply system does that for you by integrating with and monitoring your data in real time to maintain a consistent resupply schedule.

A good resupply solution is also able to not only manage orders for patients and tee them up for regular outreach, but also to provide insight on those populations that haven't ordered. This allows you to easily identify and intervene to shift that population from an at-risk status and back into successful ordering status.

By determining when and how the patient should be contacted as well as for which supplies - **patients benefit with improved outcomes and your business benefits by growing your patient base and optimizing opportunities for more revenue.**



# Challenge 2

## Manual takes too much time.

When you rely on manual processes to enter orders, the result is often too many errors, too much time and orders that fall through the cracks.



**You're already asking a lot of your staff on any given day, especially as the world has shifted recently.**

Your representative in charge of resupply outreach and eligibility may also be dealing with competing priorities like patients calling in with issues, such as billing questions. The need to manually examine an Excel spreadsheet to determine who is eligible for supplies and then the need to double-check that insurance eligibility, means it's highly likely that some patients will be overlooked.

# Resupply remedy

Using technology, you can get the right supplies to the right patients, at the right time, every time.

By having the order automatically created for you, accuracy is ensured with a series of questions based on the parameters in the system and the updated order is tracked.

With a sound resupply solution, you even get an audit history with important information like time stamps, contact history, number called and supplies requested. That compliance coupled with streamlined operations take the weight off your staff while **bringing you daily increases in sales orders.**



# Challenge 3

## I'm losing money.

Even when your business is performing well, you know you could do better, whether it's uncovering where you're losing money, improving order rates or training your staff.



**The fact is: there are many places where a provider can be hemorrhaging money, and you may not even be sure where.**

If you're not compliant, you run the risk of failing audits and the financial repercussions tied to that. If your processes are still manual, you run the chance of providing the wrong products and the expense of correcting those errors. And if your staff is too busy to get to patients on time, you've pushed back resupply schedules and limited your amount of allowable revenue.

# Resupply remedy

Using technology to automate, you can help your business run more quickly, accurately and economically. Rather than having to worry about a representative determining who to call and what the payer will allow, the system does it for you, making sure an order is completely filled, patients are getting everything they're eligible to receive and a consistent schedule is followed.

**Dashboards and dedicated account management are also important components to get the insight you need to run as smoothly as possible.** Monthly reviews, training and the overall industry and system expertise and knowledge of your personal account manager contribute to boost overall performance.

With experts who bring an industry-level perspective to spot trends, issues and opportunities, you're able to better track your business.

With the right technology solution, you'll find a more robust resupply program that can be customized to your workflow. And that means you get a fully maximized order that increases allowances for a better revenue stream overall.





# Challenge 4

## Margins are tight.

With already compressed margins, it's hard to staff your business with the resources you need to keep up. As a result, some businesses rely on letting patients call in versus the more productive way of outbound calling.



**But it's costly to be too manual or too slow in one process because then you're not efficient enough to get to all your patients.**

If you don't follow up with patients accordingly, you're going to lose them down the road when they should be reordering at six, nine and 12 months. As price compression continues in the industry and new payer rules or restrictions make it harder to resupply, it's important to find ways to maximize your margins.

# Resupply remedy

Using technology, you're able to scale to reach more patients without hiring more staff. Automation allows your system to do the heavy lifting all while maximizing the results, like bundling items per order.

**With tight, efficient processes, you're able to resupply the patients you have on service, retain them and maximize those orders per patient per year for the best patient outcomes.**

And in addition to PAP, there are solutions that can handle resupply for other disease states like incontinence and diabetic, where margins are even more aggressively constrained and patient outcomes are equally important. By offering and expanding automation efficiencies to those areas, you're able to capitalize on saving money and boosting revenues, all while running consistent workflow processes across your customer space to maximize the margins that are available to you.



# Challenge 5

## We aren't good with technology

You're experts with patients not technology. So, it's understandable that getting started with your resupply program may cause concerns around how to train your staff, how to communicate with patients and how to send reports.



**Technology can be intimidating, especially if you've been running a manual, in-house process for some time.**

But it doesn't have to be when you're able to couple intuitive technology with resources that function as an extension of your company.

# Resupply remedy

With the right mix, you're able to get up and running quickly with your resupply program.



**At Brightree, your resupply account manager is there from day one to train your team, answer questions, provide reporting and be there every step of the way.** Easy implementation, dedicated training and support to make the modifications you need to your workflow, and patient communications all help to make sure you're successful.

In addition, the technology itself should provide categorized list of patients with issues that need resolution and easy scripting when you're dealing with a patient who walks in or calls. All these components are geared to make your resupply process consistent, compliant and uncomplicated to maximize order opportunities whenever possible.

# Get the fix

Keeping up with resupply schedules and the time constraints of manual processes are only the beginnings of resupply woes. There are also downstream issues of losing money and patients, which multiply your margin constraints. And when you think about trying to automate, there's the concern of not having the technology expertise in house.

But with the right technology solution to automate your resupply program, you can fix these common challenges and turn them into accurate and on-time orders that lead to more revenue and better patient outcomes. You'll even find you can redeploy your resources.

And we can help.

For more information on Brightree ReSupply solutions visit us at [brightree.com](https://www.brightree.com) 1.833.916.1554

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