

Service Excellence Award

Peggy's passion for specialty pharmacy started with Amber Specialty Pharmacy's first 7 organ transplant patients. In the early days, Peggy did whatever it took to take care of our patients including using a typewriter from home to complete HCFA 1500 forms and addressing patient account statements by hand. She also knew the patients by first name and listened to their stories of their transplant journey.

In her over 22 years with ASP, Peggy has performed nearly all of our patient facing roles – welcome calls, refill calls, benefits verification, billing, dispensing, etc. Today, Peggy serves as a resource for all employees. She is the ASP historian and is a living encyclopedia of Medicare and DME billing.

Peggy has grown with ASP and the specialty pharmacy industry. She has supported ASP and our employees through several software platform changes and other technology advancements.

Peggy is an expert in Medicare and DME billing. Employees know that if they have questions, they can count on her – 'If nobody else knows, ask Peggy.' She assists with educating our operations and sales teams on the intricacies of Medicare billing. She helps them understand Medicare and other payer billing requirements, supplements, and coordination of benefits. She is an advocate for assisting our patients in identifying financial assistance such as copay cards, manufacturer programs, and grants and is able to explain these programs and their rules to our employees so they can better serve our patients.

Peggy is committed to specialty pharmacy and our patients. She advocates for our patients to ensure that they have access to the best care and their choice of pharmacy. Peggy has presented to clinical experts across the country and lobbied on behalf of transplant patients at the nation's capital.

In August 2016, Medicare issued a memo to Part B suppliers stating discharge medications were not deliverable to a patient in a facility following a transplant. Medication was to only be delivered to the patient's home. Due to her years working with transplant patients and facilities she understood the importance of early medication delivery. Peggy was pivotal in ASP's effort to gather supportive letters from facilities and members of Congress on The Hill to present to CMS asking that discharge medications be allowed to ship to the transplant facility prior to discharge to ensure the patient received the proper training on how to administer the medications at home and prevent rejection of the new organ. Amber Pharmacy went to CMS in Baltimore and had multiple discussions with the leaders there to try to change the Medicare Manuals to allow for delivery of medications to the hospital

in an effort to set the patient up for success in maintaining the health of their new organ and preventing rejection resulting in the need for another transplant. In April of 2019, CMS released an update to CR11072 80.3.3 Special Requirements Limited to Immunosuppressive Drugs changing the Medicare Claims Processing Manual to allow for shipping of discharge medications to patients while still in the transplant facility two days in advance of the anticipated discharge.

Peggy is the executive sponsor of ASP's employee engagement committee. With Peggy's leadership, this committee organizes fun activities for our employees as well as fundraising events to support the causes that impact our patients. Over the years, she has participated in events for Donate Life, Leukemia Lymphoma Society, and the Food Bank for the Heartland.

This year, Peggy organized our employee reunion to celebrate those returning to the office after working from home during the pandemic as well as those employees that remained in the office throughout. She coordinated activities and gifts for all employees as well as weekly treats throughout the month. Peggy is committed to ensuring that our employees have the resources needed and feel supported as they serve our specialty pharmacy patients.