

SUCCESS STORY

CONLIN'S PHARMACY & MEDICAL EQUIPMENT

conlinspharmacy.com

Background

Methuen, MA calls itself a community “where history meets the future,” and that spirit is alive and well at Conlin’s Pharmacy & Medical Equipment. Opened in 1908 and representing over three generations of ownership, the independent pharmacy prides itself on personal attention to patients, but it also embraces new efficiencies to stay competitive in a changing market.

Challenge

Patients choose Conlin’s for its personable, knowledgeable staff. But Sandra Kalil, RPh, Director of Pharmacy Services, knows that preserving this hands-on, service-oriented approach means keeping an eye out for ways to modernize workflows.

Like most pharmacies, a pain point for Conlin’s is ensuring that claims sent to insurance are fully accurate and reimbursable. Tight margins and intrusive audit scrutiny leave little room for manual processes and human error. Conlin’s needed an automated way to clean up claims before and after submission.



“*Edit+ helps us automatically catch and correct claim issues. We submit cleaner claims and avoid the small clerical mistakes that can be so easy to make. It helps us feel more confident that we're getting the best reimbursement possible.*”

Sandra Kalil, RPh, Directory of Pharmacy Service

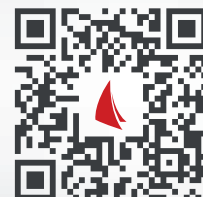
Results

Conlin’s found a solution in Edit+, an automated, switch-level, pre- and post-editing service for claims. Benefits to the pharmacy include:

- ✓ **Almost 500 edits** over ~2 months to adjust AWP or U&C pricing, helping boost reimbursements
- ✓ **Dozens of additional financial and compliance edits** such as discontinued NDC, standard pack size, and Rx origin code
- ✓ **Labor savings** that paid for the low monthly fee several times over

Conlin’s hasn’t looked back since implementing Edit+. They rely on it daily to avoid the little claims mistakes that can add up to so much.

Learn More



redsailtechnologies.com/edit-plus
salesdevelopment@redsailtechnologies.com