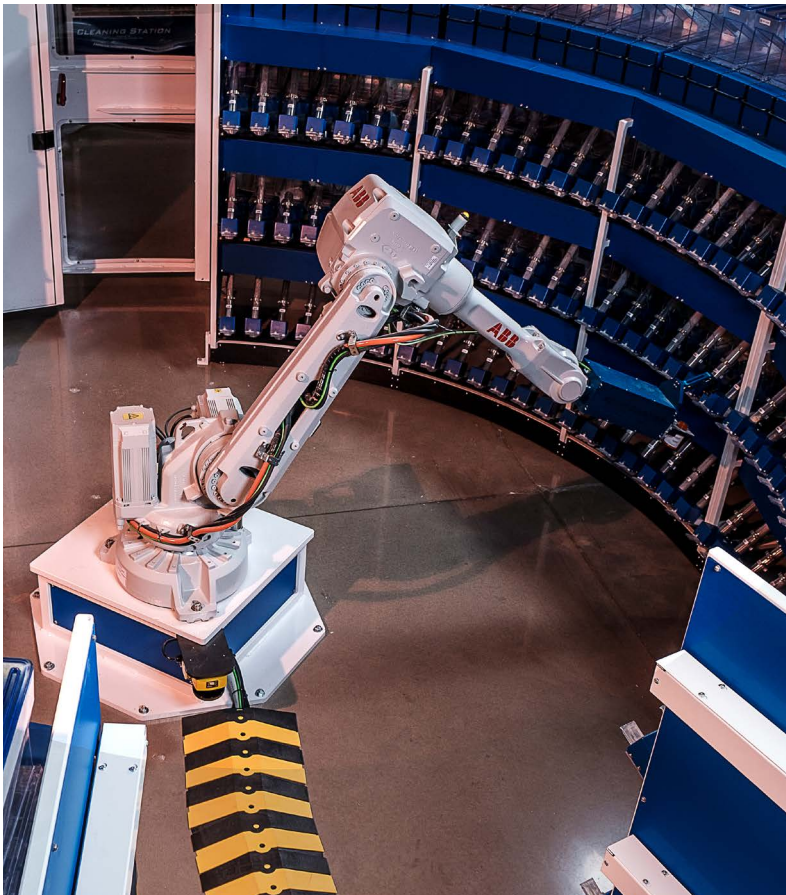




CASE STUDY

# Addressing Pharmacy Industry Challenges with Central Fill as a Service™

Since Nieman Foods implemented Central Fill as a Service (CFaaS) from CoverMyMeds, they have benefited from cost savings, increased dispense accuracy and more time for staff to focus on revenue-generating services.



# Streamline Pharmacy Operations

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*Central fill operations help pharmacies optimize operational efficiency – saving staff time and minimizing inventory issues.*

By implementing central fill operations, pharmacies can enable staff to focus on value-added activities, such as patient counseling. Centralization may also help minimize inventory-related issues, such as overstocking, medication expiration and duplication. All of this can be achieved without the significant investment of establishing their own central fill facility.

Central Fill as a Service connects pharmacies to central fill facilities operated by CoverMyMeds. These facilities use advanced automation technology and intelligent pharmacy control software to dispense medicines, helping pharmacies improve their operational efficiency.

# Customer Case Study: Niemann Foods

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## ABOUT NIEMANN FOODS INC.

- » Owner-operators of over 100 supermarkets, pharmacies, convenience, pet and hardware stores
- » Based in Quincy, Illinois
- » 12 pharmacies
- » Privately owned by Niemann family and employees since 1917
- » Implemented CoverMyMeds CFaaS in June 2020
- » Approx. 350 prescriptions processed at CFaaS per day

Niemann Foods was facing inventory issues, reimbursement challenges and aging robotics that required repairs and expensive maintenance contracts.

Seeking ways to reduce costs, executives at Niemann Foods asked fellow pharmacy operators what solutions were working for them. Peers spoke highly of using in-house central fill systems, but with several Niemann pharmacies struggling with labor challenges, leaders couldn't justify an upfront technology investment when it would be difficult to shift labor to a central fill facility.

Around this time, Niemann was introduced to CFaaS by CoverMyMeds. The availability of rapid deployment, direct integration into their

*“Eliminating downtime due to machine failure was a huge benefit to us.”*

pharmacy management system and seamless user experience supported the determination that this outsourced prescription fulfillment solution was the right fit for their business.

“Eliminating downtime due to machine failure was a huge benefit to us,” said Art Awerkamp, Director of Pharmacy & Food Safety at Niemann Foods. “We saved on maintenance contracts for our aging pill-dispensing machines. When one goes down and you suddenly have to fill a script

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by pulling the cells out and counting pills out of those cells, it's very slow."

On the revenue side, Niemann Foods gained more time for its staff to administer vaccines, close outcome cases and explore alternative revenue streams.

*"We had more time to serve patients... and get the inventory down."*

"The more scripts that we could get filled off-premises, the more vaccines our pharmacists could give to patients, increasing alternative streams of revenue. Those were the two biggest impacts of switching to Central Fill as a Service: We had more time to serve patients and we were able to streamline the business and get the inventory down as much as we possibly could. That was a huge benefit to us," said Art.

## CFaaS has helped Niemann reach its goal of lower costs

- » **The company is saving approximately \$50,000 per year on maintenance contracts**, and it was able to eliminate overlap in pharmacist hours with the service.
- » **CFaaS also helps Niemann mitigate the rising challenges of offsetting DIR fees.** These fees, imposed on pharmacies by pharmacy benefit managers (PBMs) for participating in Medicare Part D prescription drug plans, can significantly impact pharmacies, especially smaller ones, leading to financial losses on prescriptions they anticipated to be profitable.

# CFaaS By the Numbers

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**25,000**

Prescriptions CFaaS facility is designed to fill per shift.<sup>1</sup>

**95%**

Amount of countable prescriptions that can be automated with CFaaS.<sup>1</sup>

**1.3 million**

Prescriptions filled at CFaaS from April 2023 to March 2024.<sup>1</sup>

**30%**

Reduction in inventory carried by in-store pharmacies after implementing CFaaS.<sup>1</sup>

**30+ years**

Central fill experience of CoverMyMeds, which is part of McKesson.

1. Approximate data based on analysis of CoverMyMeds historical dispensing data



#### KEY BENEFITS OF CFaaS:

- » Realize cost savings with a pay-per-script fee structure and low maintenance fees.
- » Reduce on-site inventory and gain access to expanded formulary.
- » Seamless integration into existing pharmacy management system.
- » Gain time for pharmacists to deliver patient care such as vaccines, generating new revenue.
- » Utilize CFaaS for capacity relief or disaster response.
- » Leverage CFaaS if establishing a central fill facility.



#### WHY COVERMYMEDS?

As part of McKesson, we've spent more than 30 years providing forward-thinking solutions to pharmacies that let them leverage our scale and expertise. Our legacy of designing and implementing central fill solutions and pharmacy software combined with our recent investments in automation technology and distribution expertise make us an ideal business partner.



## Learn more about CFaaS

[go.covermymeds.com/automation](https://go.covermymeds.com/automation)

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