

PROGRAM GUIDE

NCPA 2021 ANNUAL CONVENTION

LEVERAGING
THE

DISRUPTION

CHARLOTTE, N.C. • OCTOBER 9 - 12

NCPA®
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION



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HIGHLIGHTS

FOR THE NCPA 2021 ANNUAL CONVENTION

- **Leverage the disruption and get paid for the care you provide.** The need for accessible, routine, and urgent health care during the COVID-19 pandemic accelerated the widespread adoption of innovative pharmacy services and this year's convention focuses on how to leverage the disruption to build profitable, sustainable revenue sources for your future. Learn how to partner with local health departments and prescribers, revamp your patients' in-store experience, generate new revenue for your store, and much more!
- **Position your pharmacy as a primary care destination.** Community pharmacies across the country are adopting a more primary approach to patient care in workflow, mindset, and billing pathways. This year's programs are designed to provide you and your staff with practical applications to springboard your practice toward a primary care pharmacy model.
- **Create leadership opportunities for your team.** This year we've developed some programming with your non-pharmacist staff in mind. Empower your staff to play bigger roles in health and wellness, back-end operations, point-of-care testing, and more.
- **Discover beneficial partnerships.** An Expo filled with exhibitors from across the nation who'll answer your questions about products and technology that can advance your business.
- **Build impactful connections.** From Take 5! Ideas to spark revenue-generating or expense-saving pearls first thing each morning to Quick Consults LIVE! Presentations on the show floor, there's always time to learn from each other and build connections at convention. Don't forget to look for business education with a Shoot the Breeze® to ask questions and find out what's working well directly from your peers and their teams.
- **Launch a "specialty lite" service.** Not all specialty drugs have a limited distribution and significant barriers to entry. With some basic training, your pharmacy can access a subset of that \$446 billion-dollar marketplace today. Join Tuesday afternoon's "Demystifying Specialty's Role in Community Pharmacy Summit" and walk away with the know-how to get referrals, manage inventory, and discover technology solutions to make it happen.

LEVERAGING THE

DISRUPTION

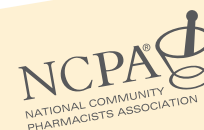
CONTENTS

Advertiser Index	2
Greetings	5
NCPA Officers.....	6
NCPA Board of Directors.....	6
Council of Presidents.....	6
General Information	7
NCPA Member Services/ Bookstore Pavilion	8
Continuing Education Credits	10
Expo.....	11
Thank You to Our Sponsors.....	14
Invited Guests.....	17
Get to know Charlotte.....	18
NCPA Passport Game.....	20
House of Delegates Agenda	22
Convention Center Floor Plans	24
CPESN® Programs.....	27-31
Speaker Profiles	33
Daily Programming	38
Saturday, Oct. 9	39
Sunday, Oct. 10	51
Monday, Oct. 11.....	59
Tuesday, Oct. 12.....	65
NCPA EXPO	
Expo Floor Plan.....	72
Comprehensive Exhibitor Listings.....	74
Product Categories	93

ADVERTISER INDEX

Anda, Inc.	3
Cardinal Health	Inside Back Cover
Compliant Pharmacy Alliance Cooperative.....	Inside Front Cover
CPESN	26
Merck	16
Parata Systems	23
Pfizer, Inc.	21
Pioneer Rx.....	13
RxSafe, LLC.....	Back Cover
US Medical Funding	4
Wellgistics LLC	15

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National Community Pharmacists Association
100 Daingerfield Road, Alexandria, VA 22314
703-683-8200, www.ncpa.org

NCPA 2021 Annual Convention
Charlotte Convention Center
Oct. 9 - 12, 2021, Charlotte, NC
More information regarding the Annual Convention is available
at www.ncpa.org/convention.

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- ✔ Are you lacking the necessary capital or down payment?
- ✔ Don't want to include your personal residence as collateral?

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"Thanks to USMF securing an outstanding start up loan program, I wouldn't have realized my dream of pharmacy ownership without them!"

—T. Cooper, PharmD

SBA and Conventional loan programs are based on previous credit history, current cash flow, and other financial parameters. This is not an offer to lend. Loans are subject to final credit approval in accordance with eligibility and lending guidelines. Other lending programs may also be available. Contact US Medical Funding for full details.

WELCOME

TO THE NCPA 2021 ANNUAL CONVENTION!

WE'VE BEEN WAITING TWO YEARS TO GATHER IN PERSON, AND I'M EXCITED TO SPEND THE NEXT FEW DAYS SEEING FOLKS IN PERSON INSTEAD OF ON A COMPUTER SCREEN.



When we said our good-byes in San Diego in 2019, we had no idea what was around the corner. We've come a long way and we've made the best of a challenging situation. Through it all, we've worked to help our patients lead healthier lives, build our pharmacy businesses, and be leaders and health advocates in our communities.

At this convention, we're going to celebrate our successes, because we deserve to do just that. And we're going to look ahead.

We've had to shift focus a bit over the past two years, but we've never lost sight of our goal. We're still committed to changing the pharmacy payment model. At this convention, we'll build on what we've accomplished through the pandemic by offering a wide variety of programs. Whatever your business goals, you'll find solutions in Charlotte. We have a lineup of sessions covering everything from testing to specialty pharmacy to marketing to building community partnerships, and so much more. And we're going to show you how to get there, not with lofty theories, but with real solutions you can implement right away.

It has been an honor to serve as NCPA president for the past two years. I want to thank my wonderful wife, Gretchen, our family, the NCPA Board of Directors, friends, business partners, pharmacy staff, and the dedicated NCPA team for all they've done to help me every step of the way.

So glad you're here in Charlotte. Relax and catch up with your colleagues. There's plenty to do, and lots to learn and share. I think this is going to be our best convention yet!

A handwritten signature in black ink that reads "Brian Caswell".

Brian Caswell, RPh
President, 2019-21

OFFICERS AND

BOARD OF DIRECTORS

NCPA OFFICERS

President - Brian Caswell, Baxter Springs, Kan.
President-elect - Michele Belcher, Grants Pass, Ore.
Vice President - Justin Wilson, Midwest City, Okla.
Vice President - Michael Kim, Washington, D.C.
Vice President - Jonathan Marquess, Woodstock, Ga.
Vice President - Hashim Zaibak, Milwaukee
Vice President - Dared Price, Winfield, Kan.

BOARD OF DIRECTORS

Chairman - Hugh Chancy, Hahira, Ga.
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Board member - Jeff Harrell, Ilwaco, Wash.
Board member - Kristen Riddle, Conway, Ark.
Board member - Christian Tadrus, Moberly, Mo.
Immediate Past President - Bill Osborn, Miami, Okla.
CEO - B. Douglas Hoey, Alexandria, Va.

COUNCIL OF PRESIDENTS

Calvin J. Anthony, Stillwater, Okla.
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Holly W. Henry, Seattle
James L. Martin, Austin, Texas
W. Whitaker Moose, Mt. Pleasant, N.C.
Joseph A. Mosso, Latrobe, Pa.
DeAnn M. Mullins, Lynn Haven, Fla.
James R. Rankin, Highland, Ill.
Mark S. Riley, Little Rock, Ark.
William L. Scharringhausen, Park Ridge, Ill.
John T. Sherrer, Marietta, Ga.
H. Joe Smith, Rehobeth Beach, Del.
John E. Tilley, Downey, Calif.
Tony P. Welder, Bismarck, N.D.
Charles M. West, Little Rock, Ark.



GENERAL INFORMATION

CONVENTION LOCATION

The registration area, service desks, offices, educational offerings, NCPA Expo, meetings, and most social functions are located in the Charlotte Convention Center. You will find detailed information in this program for venue/meeting room locations and times for all official convention activities. Check the NCPA website and sign up for SMS notifications for updates and last-minute changes each day.

REGISTRATION

NCPA convention registration is located on the Ground Level – Concourse A of the Charlotte Convention Center.

Registration will be open during the following hours:

Saturday, Oct. 9 | 7 a.m. – 8:30 p.m.

Sunday, Oct. 10 | 7 a.m. – 6 p.m.

Monday, Oct. 11 | 7 a.m. – 6 p.m.

Tuesday, Oct. 12 | 7 a.m. – 3 p.m.

NAME BADGES

Please remember that you must wear your name badge at all times during convention activities. Your badge is your passport to all business education, exhibits, and social functions. No one will be admitted to any function without an official badge. If you lose your badge, the fee for a replacement will be \$25.

LANYARDS

Exhibitors: Black

Members: Green

Students: Orange

NCPA Staff: Purple

MEDIA REPRESENTATIVES

Media representatives should check in at the NCPA registration area, located on the Ground Level – Concourse A of the Charlotte Convention Center to receive the required media credentials.

OPENING NIGHT RECEPTION, sponsored by McKesson

All registered attendees will be able to attend the Opening Night Reception, sponsored by McKesson, on Saturday, Oct. 9 from 6:30 – 8:30 p.m. in the Foyer/Terrace on the second floor next to the Richardson Ballroom at the convention center. Our theme for the reception is

“A Heroes Welcome” thanking all of our pharmacists and team members working on the front lines during the pandemic! Nonregistered guests may purchase individual tickets to the reception for \$75 each at the NCPA Registration Desk, located on the Ground Level – Concourse A of the Charlotte Convention Center.

HOUSE OF DELEGATES CREDENTIALS REGISTRATION

Delegates should pre-register and pick up their ribbons at the Credentials desk in the NCPA registration area, located in the Ground Level – Concourse A of the Charlotte Convention Center.

The Credentials desk will be open during the following hours:
Sunday, Oct. 10 | 1 – 3 p.m.
Monday, Oct. 11 | 1 – 3 p.m.

SHOOT THE BREEZE® – RETURNS AGAIN THIS YEAR!

Get your who, what, where, and when questions answered during informal non-CE sharing sessions following select business education. Check the daily programming guide for more information.

NCPA MISSION

We are dedicated to the continuing growth and prosperity of independent community pharmacy in the United States.

We are the national pharmacy association representing the professional and proprietary interests of independent community pharmacists and will vigorously promote and defend those interests.

We are committed to high-quality pharmacist care and to restoring, maintaining, and promoting the health and well-being of the public we serve.

We believe in the inherent virtues of the American free enterprise system and will do all we can to ensure the ability of independent community pharmacists to compete in a free and fair marketplace.

We value the right to petition the appropriate legislative and regulatory bodies to serve the needs of those we represent.

We will utilize our resources to achieve these ends in an ethical and socially responsible manner.

GROWTH AND PROSPERITY
OF INDEPENDENT COMMUNITY PHARMACY

NCPA MEMBER SERVICES/ BOOKSTORE PAVILION/CPESN

Visit the NCPA Member Services/ Bookstore Pavilion, located in the center of the NCPA Expo and take advantage of the benefits NCPA membership has to offer. Discover how the latest NCPA products and services can help you make your practice a greater success, take advantage of convention discounts, and find out how to use the NCPA website to access your member profile. There will also be an NCPA Membership Central Lounge in the registration area so

that attendees will have total access to these products and services throughout the convention. NCPA representatives will be available to answer your questions and take orders. Members and non-members are encouraged to visit the NCPA Member Central Lounge and talk to staff, learn about NCPA, and find out how to get more involved in the association. Representatives from CPESN will be at the NCPA Pavilion ready to talk about their services, make sure to stop by and learn more about CPESN.

NCPA FOUNDATION

For more than 65 years the NCPA Foundation has supported programs designed to advance independent community pharmacy. During the convention, the Foundation will recognize volunteers, students, pharmacy school faculty, and pharmacists who have exhibited exemplary leadership or have made exceptional contributions to independent pharmacy. Recognitions include the John W. Dargavel Medal Award, NARD Ownership Award, Preceptor of the Year Award, Outstanding Faculty

Liaison of the Year, scholarship recipients, NCPA Student Chapter of the Year, Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition, and more. Be sure to join us at the NCPA Foundation Awards Ceremony on Sunday, Oct. 10 and stop by the NCPA Foundation booth (1727) in the Expo to learn more about the Foundation.

• **NCPA Foundation Awards Ceremony**

Sunday, Oct. 10 | 4 - 5:30 p.m.
Richardson Ballroom B
The NARD Ownership Award, scholarship presentations, and NCPA Student Chapter of the Year are among the highlights during this awards ceremony sponsored by the NCPA Foundation.

EMERGENCIES

If you or someone you know are experiencing a medical emergency during the NCPA 2021 Annual Convention, please dial 911 for medical assistance. To report an emergency during convention activities, please go to the NCPA convention registration area, located on the Ground Level - Concourse A of the Charlotte Convention Center.

LOST AND FOUND

To inquire about lost items, please check at the NCPA registration desk, located on the Ground Level - Concourse A of the Charlotte Convention Center.

SMOKING POLICY

Smoking during the NCPA 2021 Annual Convention is prohibited indoors at all facilities.

CELL PHONES

To ensure a quiet environment in business education, all cellular phones should be turned off or set to silent mode. Please leave the workshop area to conduct calls. Thank you for your cooperation.

CHILD CARE ARRANGEMENTS

Please note that NCPA does not permit the presence of children in business education or the Expo.

To inquire about child care arrangements during the NCPA Convention, please check with your hotel concierge, who can provide a list of licensed, bonded, Charlotte-area child care services and organizations and their contact information. Advance reservations are strongly recommended.



COMMITTED SCHOLARSHIPS

EDUCATION

CONTINUING EDUCATION PROGRAMS

Please allow up to 1 month for your CE credit to appear within the CE monitor.

CE INFORMATION

NCPA is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.



This program will provide up to 18.5 contact hours (0.185 CEUs) of continuing pharmacy education. Participants need to attend, enter an attendance code on NCPA's learning center, and complete a feedback questionnaire in order to receive credit for the program.

Target audience: community pharmacists and community pharmacy technicians.

CE Deadline: Friday, Nov. 5

SEE PAGES 41, 52, 60 AND 66 FOR YOUR CE ATTENDANCE CODE TRACKING SHEET

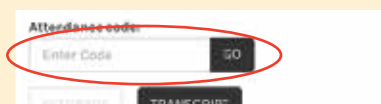
Important Note: Each CE session has a unique attendance code that will be required to claim CE credit. Use the below table to keep track of the attendance codes for the sessions you attended. Continuing education claiming instructions are on page 10.

Time	Course	Code
8:00 - 9:30 a.m.	2021 NCPA House of Delegates	
10:45 - 11:45 a.m.	Disruptive Leadership: Coaching Your Team in the New Era of Uncertainty	
1:35 - 2:15 p.m.	The 3 Audit Triggers You Can't Afford to Miss	
	The Future of the Front End	
2:30 - 3:30 p.m.	Demystifying Concierge: The Pharmacist Will See You Now	
	Precepting Pearls: Tools for Building a Win-Win Rotation Experience	
3:45 - 4:45 p.m.	From Vaccination to Valued Customer	

Need help? Visit CE Central outside of Richardson A and B Ballrooms or visit www.ncpa.org/cesupport.

How to Claim CE

- Go to ncpa.org/learn and log in using your NCPA credentials. Click on the **Convention** tab located at the top of the page.
- Find the name of the session you attended and click **More Info**.
- Click the **Attendance** button
- Enter the **Attendance code** provided to you at the end of the session. **Please note: each session has its own unique code.**



You must enter the attendance code and complete the feedback questionnaire in order to receive credit for the session. To confirm successful completion of the course, go to the My Dashboard page and click on the "Completed" tab of your dashboard. **Questions?** Visit CE Central outside of Richardson A and B Ballrooms or visit www.ncpa.org/cesupport.

INFORMATION DESK

Convention attendees who have questions about business education, events, hotel, registration, local directions, etc., may do so at the NCPA Registration Desk, located in the NCPA convention registration area in the Ground Level - Concourse A of the Charlotte Convention Center.

SUGGESTION POLICY

Please share your feedback regarding your convention experience with us by writing to the NCPA Convention Department, 100 Daingerfield Road, Alexandria, VA 22314. Business education comments or concerns should be addressed to NCPA senior director of program development, Bri Morris, PharmD.

SOCIAL MEDIA

Join the NCPA 2021 Annual Convention conversation! Post your photos and/or videos to social media and use the hashtag #NCPA2021. Be sure to tag NCPA (@commpharmacy) and follow for the latest news and updates too!

- [facebook.com/commpharmacy](https://www.facebook.com/commpharmacy)
- [@commpharmacy](https://twitter.com/commpharmacy)
- [linkedin.com/company/ncpa](https://www.linkedin.com/company/ncpa)
- [@commpharmacy](https://www.instagram.com/commpharmacy)

THE NCPA EXPO

EXPO HOURS

SUNDAY, OCT. 10

12:30 – 4 p.m.

3 – 4 p.m. Reception in Exhibit Hall

MONDAY, OCT. 11

11:30 a.m. – 3:30 p.m.

11:30 a.m. – 1:30 p.m. Buffet Lunch

TUESDAY, OCT. 12

9:30 a.m. – 1 p.m.

11 a.m. – 1 p.m. Buffet Lunch

THE NCPA EXPO IS LOCATED ON THE GROUND LEVEL OF THE CHARLOTTE CONVENTION CENTER IN EXHIBIT HALLS A-B1



SHOWCASE POLICY/ NO SUITCASING

To protect our valued exhibitors and their investment in attending the NCPA 2021 Annual Convention, our rules strictly prohibit solicitation, suitcasing, or outboarding by attendees who transact business at the Convention or in NCPA Convention hotels and do NOT have exhibit booths. If any attendee is observed doing such activities, they will be asked to leave immediately. Convention management must be informed of any hospitality suites, receptions, etc., and expressed consent must be received prior to the event. Please report any violations you may observe to Convention management.

THINGS TO DO IN THE NCPA EXPO

- **Community Pharmacy Residency Showcase**

Sunday, Oct. 10 |

12:45 – 2:45 p.m. (located at back of Exhibit Hall)

A can't-miss event for students looking for post-graduate programs in community pharmacy or pharmacy teams looking to start their own residency. Network with leaders and current residents from community pharmacy, pharmacy ownership, and association management programs nationwide.

- **Innovations in Community Practice Poster Symposium**

Sunday, Oct. 10 | 2:15 – 3:45 p.m. (located at back of Exhibit Hall)

Engage and support your colleagues who are working to advance community pharmacy practice through research. Find out what worked well and lessons learned from the experts of innovative pilot programs, student business plans, and community pharmacy research during this time. All attendees are welcome and encouraged to attend.

Quick CONSULTS LIVE

Sunday, Oct. 10 | 1 – 3:00 p.m.

Monday, Oct. 11 | Noon – 3:30 p.m.

Tuesday, Oct. 12 | 10:30 a.m. – 1:00 p.m.

New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you've been looking for to elevate your business! Each session is only 30 minutes, so you have plenty of time to explore the Expo. Check out the daily programming guide for topics and details.

- **The Candy Bar, sponsored by Transaction Data Systems**
Have a sweet tooth? Well are you in for a sweet treat at The Candy Bar, open Sunday through Tuesday of Convention, located in the registration area. There will be over 500 pounds of your favorite candy. Over twenty different varieties of candy are at The Candy Bar – stop by and grab a bag of fun!



- **The Relaxation Station, sponsored by Surescripts**
Destress at The Relaxation station. Here is an opportunity to rest and recharge, so you can benefit more fully from your educational program. Located in the exhibit hall on Sunday and Monday of Convention, booth 1041.



- **Pit Stop Dinner & Party, sponsored by American Pharmacies, GeriMed, and WSPC**
A little over half way through the show and we need some dinner, dancing and fun! Monday night beginning at 7 p.m. in the Grand Ballroom CD in the Westin Hotel. There will be food, drink, a live band and great time to unwind from the day's activities.

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ELEVATE YOUR BUSINESS
EXPLORE
CHALLENGE

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VISIT WITH A PHARMACY STRATEGIST TODAY

BOOTH 1235

PHARMACY STRATEGIST



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We work with you to identify ways your pharmacy can grow through new potential patients, new partners and more.



“Wellgistics has allowed my pharmacies to remain competitive in the ever-changing landscape of retail pharmacy. With their unique portfolio of products and next-day shipping, Wellgistics has positioned us favorably amongst local healthcare providers. Since opening our accounts, we have watched our pharmacies' gross-profit-per-prescription increase by several dollars overnight. My only regret is that we hadn't learned about Wellgistics sooner!”

John Hunter
H&S Pharmacy



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NCPA 2021 ANNUAL CONVENTION & EXPO

Visit the Merck Exhibit Booth #801 for Information About Merck Product Theaters

Adult hepatitis A in a time of outbreaks

Speaker: Dennis Stanley, R.Ph

Saturday, October 9, 2021

12:45 PM - 1:45 PM

Room E219-AB

HPV and Head and Neck Cancers: Do You Know the Facts?

Speaker: Jonathan G. Marquess, PharmD, CDE, FAPhA

Sunday, October 10, 2021

11:30 AM - 12:30 PM

Room E219-AB

Helping to protect at-risk and minority communities against pneumococcal disease

Speaker: Jonathan G. Marquess, PharmD, CDE, FAPhA

Monday, October 11, 2021

11:30 AM - 12:30 PM

Room E219-AB



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US-NON-08558 08/21



INVITED GUESTS

REPRESENTATIVES FROM THE FOLLOWING ORGANIZATIONS HAVE BEEN INVITED TO ATTEND THE NCPA 2021 ANNUAL CONVENTION.

Academy of Managed Care Pharmacy
Accreditation Council for Pharmacy Education
Alliance for Pharmacy Compounding
American Association of Colleges of Pharmacy
American Association of Pharmaceutical Scientists
American Association of Pharmacy Technicians
American College of Apothecaries
American College of Clinical Pharmacy
American Diabetes Association
American Foundation for Pharmaceutical Education
American Heart Association
American Medical Association
American Pharmacists Association
American Society for Automation in Pharmacy
American Society for Pharmacy Law
American Society of Consultant Pharmacists
American Society of Health-System Pharmacists
Association for Accessible Medicines
Biotechnology Industry Organization
Board of Pharmaceutical Specialties
Chain Drug Marketing Association, Inc.
College of Psychiatric and Neurologic Pharmacists
Consumer Healthcare Products Association
Federation of Pharmacy Network
Food and Drug Law Institute
Food Marketing Institute

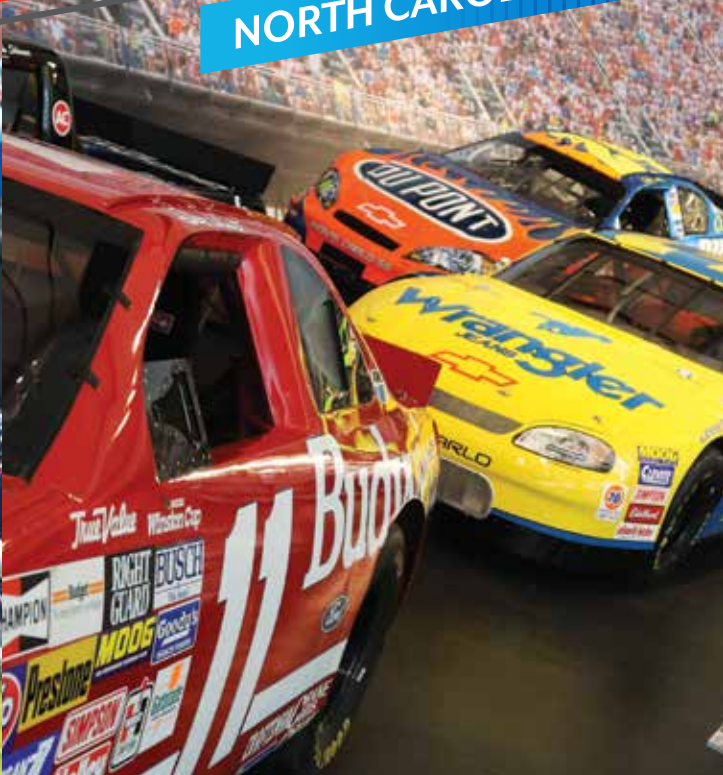
Healthcare Distribution Association
Health Industry Distributors Association
Hematology/Oncology Pharmacy Association
National Alliance of State Pharmacy Associations
National Association of Boards of Pharmacy
National Association of Chain Drug Stores
National Association of Convenience and Fuel Retailing
National Association of Medicaid Directors
National Association of Specialty Pharmacies
National Council for Prescription Drug Programs
The National Council on Aging
National Governors Association
National Grocers Association
National Pharmaceutical Association
National Pharmaceutical Council, Inc.
National Quality Forum
National Retail Federation
Neighbourhood Pharmacy Association of Canada
Personal Care Product Council
Pharmaceutical Research and Manufacturers of America
United States Pharmacopeia



GET TO KNOW

CHARLOTTE

NORTH CAROLINA



The host city of the NCPA 2021 Annual Convention is one of the fastest growing cities in the U.S., now ranking 15th in the country, but retaining its Southern charm and hometown feel.

The city's slogan is "Charlotte's got a lot," and that's not just marketing malarkey. Charlotte boasts a mild climate, a plethora of parks and outdoor activities, major sports franchises, world-class restaurants and retail, a light-rail system, plenty of museums and cultural activities, fun and funky neighborhoods. Oh, and craft breweries - 69 of 'em and counting.

Here are a few things to know before you head to the Queen City in October:

- The convention will be held in Uptown Charlotte. In Charlotte, downtown is officially called Uptown. Why? The city council made it official in 1974, but it started years earlier when folks discovered that central Charlotte does sit at a higher elevation than the rest of the city. So, when you go there, you're going "up to town."
- Charlotte was incorporated in 1768 as Charlotte Town, a tribute to King George III's wife, Queen Charlotte of Mecklenburg-Strelitz. That's why Charlotte is known as the Queen City - and why Charlotte is in Mecklenburg County.

- Make sure to get a photo made in front of the Firebird sculpture, or as it's also known by locals, the Disco Chicken. It's on Tryon Street, just outside the Bechtler Museum of Modern Art. The 17-foot avian is adorned with over 7,500 pieces of colored glass.
- Johnson & Wales University, regarded as one of the nation's top culinary institutions, opened a Charlotte branch in 2004. It was a game-changer for the Charlotte restaurant scene. The city now has more than its share of world-class restaurants and just about any cuisine you can imagine. You'll also find plenty of local favorites such as barbecue, fried chicken, collard greens, hush puppies, and biscuits. You'll find that just about anything you want to eat is a short walk or a quick light-rail ride from your hotel.
- Speaking of the light-rail, Charlotte's system is called The Lynx Blue Line. You can take it right to the convention center. If you want to explore the city a little, there's plenty to discover using the light-rail. Take the rail to 36th Street Station; it's a short walk to NoDa (North Davidson), a funky, artsy neighborhood with great eateries, breweries and even a dog bar. Take Lynx in the other direction, following the 3.5-mile Rail Trail that

connects Uptown to the South End, where you'll find food, entertainment, shopping, and art at every stop.

- You're in race country in Charlotte, and NASCAR is king. Uptown, you'll find the organization's 150,000-square-foot Hall of Fame. Just outside of town, you'll find the famed Charlotte Motor Speedway, home of the Coca-Cola 600, the Bank of America 500, and the NASCAR Sprint All-Star Race. About 75 percent of all NASCAR teams have their home base within two hours of Charlotte.
- Evangelist Billy Graham grew up in Charlotte. A major thoroughfare in town, Billy Graham Parkway, bears his name. His library and museum are on Billy Graham Parkway.
- The U.S National Whitewater Center is located on the outskirts of Charlotte and is home to the world's largest man-made whitewater river. The river's powerful pumps can unleash enough water to fill an Olympic-sized swimming pool in eight seconds.
- Like rollercoasters? You'll find 14 of them at Carowinds, the amusement park that straddles the North Carolina/South Carolina line, less than 10 miles from Uptown. You're just in time for the annual Halloween event, Scarowinds. If you like scary, it's a must!

NCPA PASSPORT GAME

The NCPA Passport Game is back! Meet and speak with Expo exhibitors and you could go home a winner.

Playing the NCPA Passport Game is easy!

1. Use the passport game card you received at registration to participate. If you lose your game card, pick up a new one at the registration desk.
2. During the Expo, visit exhibitors' booths featured on the passport game card to learn about their products and services and get your passport stamped by them. All game cards must be completely stamped to be entered into the drawing. (Don't forget to fill in your identification information on the card.)
3. The drawings will be held on Sunday, Oct. 10, Monday, Oct. 11, and Tuesday, Oct. 12 during Expo hours. Drop your stamped card off at the NCPA Pavilion (Booth 1521) a half hour before the end of the show each day to be entered into the drawing. One name will be picked at random. Winners have five minutes to get to the NCPA Pavilion to participate.
4. Sunday and Monday prizes are \$500, and Tuesday's prize is \$750.

Note: The NCPA Passport Game is open to pharmacists only. You must be present to win.

GOOD LUCK!

Get to the core of the SARS-CoV-2 life cycle

Learn about potential SARS-CoV-2 targets such as proteolysis.

Understanding the core of the SARS-CoV-2 life cycle could reveal potential targets that may help stop viral replication, thereby aiding in the development of potential therapeutic interventions.

Pfizer is committed to SARS-CoV-2 clinical research and remains relentless in the pursuit of discovering new ways to help combat COVID-19.

WATCH THE LIFE CYCLE AT:
COVIDVIRUSLIFECYCLE.COM



AGENDA

NCPA

HOUSE OF DELEGATES

AGENDA

TUESDAY, OCT. 12, 2021



8 A.M. CALL TO ORDER

NCPA President Brian Caswell

PARLIAMENTARIAN

Liz Guthridge

INVOCATION

Hugh Chancy, chairman

REPORT OF THE NCPA FOUNDATION

Jerry Shapiro, president

REPORT OF THE NCPA BOARD OF DIRECTORS

Hugh Chancy, chairman

REPORT OF THE COMMITTEE ON CREDENTIALS

Christian Tadrus, chairman

REPORT OF THE COMMITTEE ON COMPOUNDING

Kristen Riddle, chairman

REPORT OF THE COMMITTEE ON EMERGING MODELS

Hashim Zaibak, chairman

REPORT OF THE COMMITTEE ON LONG-TERM CARE

Jonathan Marquess, chairman

REPORT OF THE COMMITTEE ON NATIONAL LEGISLATION AND GOVERNMENT AFFAIRS

Michael Kim, chairman

REPORT OF THE COMMITTEE ON STATE LEGISLATION

Dared Price, chairman

REPORT OF THE COMMITTEE ON TECHNOLOGY

Justin Wilson, chairman

NEW BUSINESS

REPORT OF THE COMMITTEE ON RESOLUTIONS

Stephen Giroux, chairman

REPORT OF THE COMMITTEE ON NOMINATIONS

Joseph Harmison, chairman

ELECTION AND INSTALLATION OF NEWLY ELECTED OFFICERS

Administration of oath of office to new officers by Immediate Past President Bill Osborn

INTRODUCTION OF NEW VICE PRESIDENT

To be announced

REMARKS OF NEW VICE PRESIDENT

Steve Moore

INTRODUCTION OF 2021-2022 PRESIDENT

To be announced

ACCEPTANCE ADDRESS

Michele Belcher

SPECIAL ANNOUNCEMENTS ADJOURNMENT

Concluding the NCPA 123rd Annual Convention & Expo

Delegates:

Please register at the Credentials desk, located in the NCPA Convention registration area, on Sunday, Oct. 10 and Monday, Oct. 11 between 1 – 3 p.m.

Not If, But How: Scalable Compliance Packaging for the Viability of Independent Pharmacy

As models for care delivery evolve more rapidly than ever before, pharmacies must be ready to scale and augment their operations to remain competitive. Compliance packaging programs can be one of the most effective ways to gain and retain new customers, while solidifying your bottom line and allowing pharmacists to act as frontline providers.

Join moderator Troy Trygstad, Executive Director of CPESN with Lindsay Dymowski, PharmD, co-founder of Centennial Pharmacy Services and Catherine Ronalder, Pharmacy Operations Manager at Cardinal Health for an informative lunch where you'll learn the benefits of compliance packaging in-house versus utilizing a central fill model, and identify what solution is best for your pharmacy.

Sunday, October 10, 2021 @11:30AM

**Charlotte Convention Center
East Meeting Wing, Room E219CD**



Troy Trygstad
Executive Director
CPESN



Lindsay Dymowski
Co-Founder, President
Centennial Pharmacy Services



Catherine Ronalder
Pharmacy Operations Manager
Cardinal Health



CONVENTION

CHARLOTTE

CONVENTION CENTER

SOUTH CALDWELL ST.

EAST MARTIN LUTHER KING, JR. BLVD.

BREVARD ST.

EAST STONEWALL ST.



SOUTH COLLEGE ST.

NCPA 2021 ANNUAL CONVENTION

HOTEL

THE WESTIN CHARLOTTE

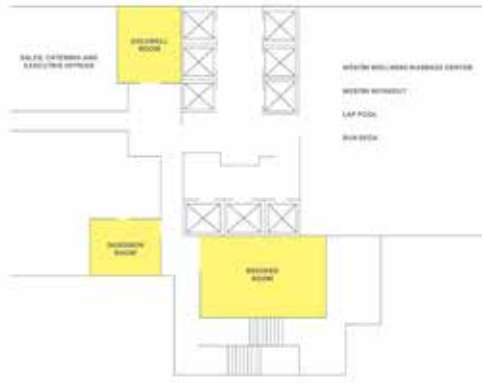
FIRST FLOOR (LOBBY)



SECOND FLOOR



THIRD FLOOR



**Do You Want to
Take Better Care
of Your Patients
Yet Find That
Prescription
Reimbursement
Doesn't Cover
Your Costs to
Do So?**



Medicine Mart - West Columbia, CPESN South Carolina

You can change the outlook of your pharmacy by banding together with like-minded, locally integrated pharmacies in your area. Introducing CPESN® Networks. CPESN® USA is a clinically integrated network of local pharmacies across America that provides enhanced pharmacy services such as medication optimization to improve the health of their patients.

What are the benefits of being part of a CPESN Network?

- **Each CPESN Network is owned by its participating pharmacies.**
- **CPESN USA empowers its participating pharmacies** with educational resources and training to help change pharmacy workflow and improve patient care.
- **Each CPESN Network engages health plans and non-PBM payers to contract for enhanced pharmacy services.**

These relationships provide new revenue opportunities for pharmacies and result in improved outcomes and decreased costs to the sponsor.

Stop putting it off.

It is time to make significant improvements to the health of your pharmacy and its impact within your community.

To learn more, stop by the CPESN® USA booth located inside the NCPA Pavilion or visit www.CPESN.com.



CPESN® USA Schedule of Events

Opportunities for CPESN® Pharmacy Owners & Pharmacy Staff

SATURDAY, OCTOBER 9, 2021

CE: Expanding the Role of Technicians:

An Expert Panel

9:00 to 10:00 a.m.

Charlotte Convention Center - Richardson
Ballroom A

**CE: Ancillary Staff Roles for
Enhanced Service Delivery**

10:15 to 11:15 a.m.

Charlotte Convention Center - Richardson
Ballroom A

**CE: Point-of-Care Testing
(Beyond COVID-19)**

2:00 to 3:00 p.m.

Charlotte Convention Center - Richardson
Ballroom C

SUNDAY, OCTOBER 10, 2021

CE: Value-Based Payment Success Stories

8:15 to 9:15 a.m.

Charlotte Convention Center - Richardson
Ballroom A

**CPESN® Focus Group Meetings
3 Sessions:**

8:00 to 9:30 a.m.; Noon to 2:00 p.m.;
2:00 to 4:00 p.m.

The Westin Charlotte - Brevard Room,
Sharon Room, and Trade Room

SUNDAY, OCTOBER 10 (continued)

**CPESN® USA Booth inside the
NCPA Pavilion in the Exhibit Hall**

12:30 to 4:00 p.m.

Charlotte Convention Center - Halls A, B

CPESN® USA Networking Reception

Sponsored by FDS Amplicare

6:00 to 7:30 p.m.

The Westin Charlotte - Grand Ballroom D

MONDAY, OCTOBER 11, 2021

**ACT (Academia-CPESN Transformation)
Pharmacy Collaborative**

8:00 - 9:30 a.m.

The Westin Charlotte - Trade Room

CPESN® Focus Group Meetings

3 Sessions:

8:00 to 9:30 a.m.; Noon to 2:00 p.m.;
2:00 to 4:00 p.m.

The Westin Charlotte - Brevard Room,
Sharon Room, and Trade Room

**CPESN® USA Booth inside the
NCPA Pavilion in the Exhibit Hall**

11:30 a.m. to 3:30 p.m.

Charlotte Convention Center - Halls A, B

TUESDAY, OCTOBER 12, 2021

**CPESN® USA Booth inside the
NCPA Pavilion in the Exhibit Hall**

9:30 a.m. to 1:00 p.m.

Charlotte Convention Center - Halls A, B

For more information please visit us at:
CPESN.com



C PESN[®] USA Schedule of Events

Opportunities for CPESN[®] Luminaries and Local Network Leaders

SATURDAY, OCTOBER 9, 2021

**CPESN[®] USA Value-Based Payer
Program Updates**

(Registration Required)

8:00 a.m. to Noon

The Westin Charlotte - Grand Ballroom C

CPESN[®] USA Business Meeting

(Registration Required)

1:00 to 5:00 p.m.

The Westin Charlotte - Grand Ballroom C

SUNDAY, OCTOBER 10, 2021

CE: Value-Based Payment Success Stories

8:15 to 9:15 a.m.

Charlotte Convention Center
- Richardson Ballroom A

CPESN[®] Focus Group Meetings

3 Sessions:

8:00 to 9:30 a.m.; Noon to 2:00 p.m.;

2:00 to 4:00 p.m.

The Westin Charlotte - Brevard Room,
Sharon Room, and Trade Room

**CPESN[®] USA Booth inside the
NCPA Pavilion in the Exhibit Hall**

12:30 to 4:00 p.m.

Charlotte Convention Center - Halls A, B

CPESN[®] USA Networking Reception

Sponsored by FDS Amplicare

6:00 to 7:30 p.m.

The Westin Charlotte - Grand Ballroom D

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CPESN[®] Focus Group Meetings

3 Sessions:

8:00 to 9:30 a.m.; Noon to 2:00 p.m.;

2:00 to 4:00 p.m.

The Westin Charlotte - Brevard Room,
Sharon Room, and Trade Room

**CPESN[®] USA Booth inside the
NCPA Pavilion in the Exhibit Hall**

11:30 a.m. to 3:30 p.m.

Charlotte Convention Center - Halls A, B

TUESDAY, OCTOBER 12, 2021

**CPESN[®] USA Booth inside the
NCPA Pavilion in the Exhibit Hall**

Stop by and see us!

9:30 a.m. to 1:00 p.m.

Charlotte Convention Center - Halls A, B

WEDNESDAY, OCTOBER 13, 2021

CPESN[®] USA Board Meeting

(Registration Required)

8:30 to 10:30 a.m.

The Westin Charlotte - Uptown Ballroom

Thank You to All of Our CPESN® Luminaries

CPESN® USA

Joe Moose
Amina Abubakar
Tripp Logan
Randy McDonough
Matt Osterhaus

CPESN® Alabama

Patrick Devereux
Frances Cohenour
Blake Gowen
Jamie Lawson
Audrey Newton

CPESN® Alaska

Dirk White
Barry Christensen
Scott Watts

CPESN® Arkansas

Kyle Lomax
Brandon Achor
Natasha Charles
Victoria Hennessey
Nikki Hood
Duane Jones
Randy Kassissieh
Laura Lumsden
Brittany Sanders
Blake Torres

CPESN® California

Bruno Tching
Elizabeth Altmiller
Ken Cosner
Ethan Hoang
Paul Lofholm
Nihar Mandavia
Randy McDonough
Eugene Medley
Jignesh Mehta
Tim Nyguen
Michael Ohashi
Parth Parikh
Sanjay Patel
John Teague

CPESN® Central California

Katie Bass
Liz Altmiller
Michael Ohashi

CPESN® Colorado

Vicki Einhelling
Tom Davis
Joshua Jones
Jen Palazzo
Lucas Smith
Marilyn Siayap

CPESN® Connecticut

Ed Schreiner, Jr.
Yehia Aryan
Ed Funaro
Jean Jacob
Greg McKenna
Laks Pudipeddi

CPESN® Florida

Theresa Tolle
Lois Adams
Carl Allison
James Burry
Dawn Butterfield
Erin Dorval
Kevin Duane
S. Mark Hobbs
Kim Jones
Eric Larson
Alvaneta Osborne
Laura Rhodes

CPESN® Georgia

Charles Barnes
Patrick Chancy
Al Dixon
Jonathan Marquess
Scott Meeks
Drew Miller
Thomas Sherrer

CPESN® Hawaii

Brendan Katahara
Melissa Machida
Richard Mejia
Kerri Okamura
Keri Oyadomari
Gavin Sanjume
Reece Uyeno
Dayna Wong-Otis

CPESN® Idaho

Lorri Shaver

I-CPEN (Illinois)

Jill Woodward
Sarah Brockhouse
Ben Calcaterra
Tim Lehan
Harry Zollars

CPESN® Indiana

JD Faulkner
Chad Burkes
David Bush
Ryan Englekling

CPESN® Iowa

Randy McDonough
Ryan Frerichs
Bob Greenwood
Matthew Osterhaus
Cheri Schmit

Thank You to All of Our CPESN® Luminaries

CPESN® Kansas

Dared Price
Mike Bellesine
Emily Blew
Brian Caswell
Gavin Duley
Sandie Kueker
Renee Price

CPESN® Kentucky

David Figg
Meredith Figg
Greg Hines
Paula Miller
Craig Seither
Rosemary Smith

CPESN® Louisiana (LaCPESN)

Chris Melancon
Dave Banks
Ryan Dartz
John DiMaggio
Robert Holt

CPESN® Maryland

Craig Schury
Christine Lee-Wilson
Neil Leikach
Dixie Leikach
Jeff Sherr
Fariborz Zarfeshan

CPESN® Massachusetts

Oleg Urim
Saad Dinno
Timothy Fensky
Brian Meneses

CPESN® Michigan

Clayton Gilde
Austin Brown
Erika Brown
Lacey Gilde
Dave Miller
Barry Sternberg
Maria Young

CPESN® Minnesota

Steve Simenson
Jessica Astrup
Joe Dvorak
Paul Iverson
Laura Schwartzwald
Mike Schwartzwald

CPESN® Mississippi

Bob Lomenick
Marty Bigner
Rocky McGarity
Cheryl Sudduth

CPESN® Missouri

Tripp Logan
Jerry Callahan
Chris Gerosin
Tim Mitchell
Melody Savley
Christian Tadrus
Lisa Umfleet
Torey Watson

CPESN® Nebraska (NESP)

Mitch Deines
Heather Harris
Staci Hubert
Mark McCurdy

CPESN® New Hampshire

Stephen Kavadias
MacKenzie Jankowski
Glen Perreault

CPESN® New Jersey

Ghada Abukuwaik
Tom Kelly
Eklavya Lalwani

CPESN® New York (New York City)

Roger Paganelli
Robert Annicharico
Joseph Reina

CPESN® New York (Upstate NY)

John Croce
Zarina Jalal
Leigh McConchie
Steve Moore

CPESN® New York (Western NY)

Bradley Arthur
Alec Gillies
Stephen Giroux

CPESN® North Carolina

Greg Vassie
Lori Altman
Joe Moose
Rakesh Patel
Terri Storms

CPESN® Ohio

Alison Haas
Marcus Barr
Charles Day
Kevin Day
Ron McDermott
Jeff Neidig
Katie Westgerdes

RxSelect CPESN® (Oklahoma and beyond)

Clark Bishop
Audrey Earhart
Emma Leffler
Josiah Schomer
Justin Wilson

For more information please visit us at:
CPESN.com



Thank You to All of Our CPESN® Luminaries

CPESN® Oregon

David Stevens
Michele Belcher
Jeanne Mendazona

Pennsylvania Pharmacists Care Network

Ron McDermott
Chris Antypas
Adrienne Cervonne
Tom DePietro
William Faust
Ashley Firm
Mark Green
Kristen Hartzell
Robert Maher
Shawn Nairn
Scott Newton
Jessica Orloski
Samantha Pitzarella
Andrew Thomas
Stephanie Thomas
Bill Thompson

CPESN® South Carolina

Deborah Bowers
Terry Blackmon
David Burke
Brian Clark
Lynn Connelly
Lee Lowrimore
Ray Paschal
Erin Stelling

CPESN® South Dakota

Curtis Rising
Josh Ohrtman

CPESN® Tennessee

Alan Corley
David Belew
Beth Bryan
Kevin Hartman
Jason Kizer
Catherine Meeks
Mac Wilhoit

CPESN® NET (North East Tennessee)

Beth Bryan
Chad Huntsman
Colton Marcum
Timothy Rowe
Barry Walton

CPESN® Texas

Ben McNabb
Whitney Brace
Nario Cantu
James Cong
Dee Craddock
JD Fain
Paula Graham
Gabriel Guijarro
Brittany Haines
Steve Hoffart
Kristine Isaacson
Matt Lester
Melvin Musgrove
Yolanda Villarreal

CPESN® Utah

Benjamin Jolley
Nate Bullock
Scott Robinson
Hal Roe
Koby Taylor

CPESN® Vermont

Jeff Hochberg

CPESN® Virginia

John Beckner
Vince Ettare
Sharon Gatewood
Kelly Goode
Joseph Jadallah
Tana Kaefer
Keith Kittinger
Tim Lucas
Ritesh Patel
Patricia Robinson
Margaret Rowe
Stacey Swartz
Caroll Throckmorton

CPESN® Washington

Kari VanderHouwen
Cody Clifton
Jeff Harrell
Erik Nelson

CPESN® Washington D.C. Metro Area

Kapiamba Muteba
Michael Kim

CPESN® West Virginia

Jason Turner
Gretchen Garofoli
Tom Kines
Rich Mace
Aaron Norris
Evan Turco

CPESN® Wisconsin

Michelle Farrell
Amr Elsayed
Jeff Kirchner
Abbi Linde
Matt Mabie
Marvin Moore
Ali Nafea
Jake Olson
Rani Rajan
Nicole Schreiner
Dimmy Sokhal

CPESN® Wyoming

Scot Schmidt



The
NCPA
Foundation
Established in 1953 in honor of John W. Dargavel

The NCPA Foundation is a non-profit 501(c)(3) organization established in 1953. Contributions are tax deductible as charitable donations to the extent permitted under federal tax law.

VISIT THE NCPA FOUNDATION BOOTH 1727 TO LEARN ABOUT FOUNDATION PROGRAMS

Learn how the NCPA Foundation advances independent community pharmacy through scholarships, programs to improve the success of independent pharmacy, community health awareness programs, and aid to community pharmacy owners for their recovery in the event of disaster or other adverse circumstances.

MAKE A DONATION AT THE BOOTH FOR A CHANCE TO WIN A PRIZE!*
Take a chance and win a complimentary registration to the NCPA 2022 Annual Convention, a gift card, lapel pins and more, all while helping the Foundation!

*You do not have to donate for a chance to win.

Follow the NCPA Foundation on Facebook
www.facebook.com/TheNCPAFoundation
or visit www.ncpafoundation.org for more information.

SPEAKER PROFILES



Amina Abubakar, owner, Avant Pharmacy and Wellness. She has fostered an environment that showcases the significance and impact of patient care of community pharmacists by collaborating with several medical providers and expanding pharmacist led clinical services in her community.



Mayank Amin (Dr. Mak), PharmD, owner, Skippack Pharmacy. As of August 2021, Skippack Pharmacy has given more than 46,000 vaccinations through a series of community clinics. With only one other full-time employee, Dr. Mak utilized his event planning background to recruit a taskforce of over 1,000 volunteers and successfully execute numerous off-site clinics this spring. Commonly known in pharmacy circles as the “superman pharmacist,” Dr. Mak has gone viral for his team’s leadership in vaccinating his community and has been featured in *The New York Times*, *Good Morning America*, and *The Washington Post*. Recently, the entire Skippack Pharmacy COVID-19 Taskforce was honored by the Philadelphia Phillies at a home game.



Meredith Ayers, CPhT, Breomo Pharmacy. As a pharmacy technician of several years, Meredith has been in roles from behind the bench to medical billing specialist. In her current role at Breomo Pharmacy, she focuses on medical billing from vaccines to durable medical equipment as well as coordination of a medication management certification course taught by pharmacy staff.



Jenny Arnold, PharmD, BCPS, CEO, Washington State Pharmacy Association. Dr. Arnold works to advance the practice of pharmacy in Washington through advocacy, education and connections between the profession. She is particularly passionate about pharmacist provided patient care to improve outcomes, public health and immunizations.



Christina Bahrami, MHRLR, director of human resources and organizational development, Hayat Pharmacy. Christina has over 10 years of experience in the field of human resources and has spent the last two years laying a successful operational foundation for Hayat Pharmacy. She currently oversees the management of Hayat Pharmacy’s more than 150 employees.



Jeff Baird, Esq., shareholder, Health Care Group, Brown & Fortunato, PC. The Health Care Group at Jeff’s firm represents home medical equipment companies, pharmacies, infusion companies, drug wholesalers and repackagers, long-term care facilities, home health agencies, hospitals, physicians, and other health care providers around the country. Jeff works with community pharmacists on a variety of contracting and legal concerns.



Brian Beach, PharmD, principal and chief financial officer, Kelley-Ross Pharmacy Group. He is a well-respected leader in the LTC space and helped to create a closed door, long-term care pharmacy after many years as a mixed-model pharmacy. Kelley-Ross serves patients in a variety of LTC settings, including medical at home.



Michele Belcher, RPh, owner, Grants Pass Pharmacy and NCPA President-Elect.

Michele is active in her

state pharmacy coalition and state association and has served on task force groups for the board of pharmacy. She has been an adviser for the entrepreneurial academy at Oregon State University College of Pharmacy and is active in state legislation, speaking before both House and Senate committees.



Rannon Ching, PharmD, pharmacist-in-charge, Tarrytown Pharmacy. Since 2016

Rannon has spear-

headed the point-of-care testing services at Tarrytown Pharmacy, which later became one of the first pharmacies in the nation to offer COVID-19 testing. His professional passions include building strong patient-pharmacist relationships, immunizations, educating students, and advancing independent pharmacy and the profession.



Paige Clark, RPh, vice president, pharmacy programs and policy, Prescriptive. She has

been instrumental in

driving policy initiatives for licensed pharmacists in Oregon, including the prescribing of birth control and tobacco cessation services. In her current role, Paige drives policy work to support Prescriptive's focus on increasing the awareness, utilization, and scope of trusted independent pharmacists.



Acacia Fluy, director of retail development, Tomahawk Pharmacy.

Acacia worked as a retail manager for a

popular clothing line for several years before taking her experience to pharmacy. As a non-pharmacist with a business background, Acacia looks at the pharmacy front end with a fresh set of eyes and is well versed in margins, sales goals, leadership, vendor relationships, and service. She took a closet-sized section of the pharmacy and built a profitable, booming DME business in less than a year.



Ronna Hauser, PharmD, senior vice president of policy and pharmacy affairs, NCPA.

Ronna is responsible for the association's public policy and regulatory initiatives as well as its professional affairs space, serving as the chief liaison with federal government agencies including CMS, DEA, and FDA. She has testified before Congress, agencies, state legislatures, and other key audiences multiple times and is a well-respected expert in her field.



Shantel Houston, PharmD, associate director of education and committee structure, NCPA.

Before joining NCPA, Shantel served as clinical coordinator for Premier Pharmacy & Wellness Center where she developed a robust rotation experience for student pharmacists including an online student portal.



Brianna Johnson, PharmD, clinical community pharmacist, Avant Pharmacy and Wellness.

Brianna believes you can always learn, adapt and grow, and that motto is apparent in her work at Avant Pharmacy and Wellness. Brianna works collaboratively with physicians within the clinic and LTC setting to optimize patient health through chronic care management and annual wellness visits.



Richard Logan, PharmD, owner, SEMORx Pharmacies.

Several pharmacy technicians at Rich-

ard's pharmacy have been trained as community health workers, which has had a positive benefit on patient care and the pharmacy's bottom line. Richard is a strong proponent of pharmacy technicians as community health workers and has seen firsthand the positive impact that they have on the pharmacy.



Doug Long, vice president of industry relations, IQVIA.

IQVIA, one the world's largest pharmaceutical

information companies, offers services to the pharmaceutical industry in over 101 countries around the globe. Doug's fundamental task is to help secure data for all existing and new databases supported by IQVIA; manage supplier, manufacturer, and association relationships; and develop information for data partners. As direct consequence of his involvement in these areas, Doug has considerable experience with, and a unique perspective on, the changing U.S. and global health care marketplace and pharmaceutical distribution.



Nicolette Mathey, PharmD, owner, Palm Harbor Pharmacy.

She is an experienced pharmacy owner and pharmacy consultant. The owner of ATRIUM24, Nicolette uses her own pharmacy as a true test kitchen for any new programs her consulting firm dreams up. Nicolette utilizes pharmacy data from around the country to analyze and develop her prescriber marketing strategies, custom prescriber kits, tools, and resources by physician specialty.



Kyle McCormick, PharmD, owner, Blueberry Pharmacy.

Kyle has tapped into his community

pharmacy experience and innovative business concepts from pharmacy school to launch a new type of pharmacy - one that turns the traditional dispensing model on its head. Blueberry Pharmacy sets itself apart from the competitors by providing access to low-cost medications without the need for insurance. With optional membership programs available to fit patients' needs, the savings people see on their medications are substantial. Commitment to community, transparency, and sustainability make Blueberry Pharmacy unlike any other pharmacy.



Tim Mitchell, owner, Mitchell's Drug.

Multi-store owner Tim Mitchell is an innovator in Missouri.

He's engaged his team across three different locations to create a novel central fill model creating six figures in cash flow in just four months.



Amber Morgan, PharmD, MPH, staff pharmacist, Moose Pharmacy.

Amber has been instrumental in transforming Moose Pharmacy's enhanced services to appointment-based models using technology. During the COVID-19 pandemic, Amber leveraged scheduling platforms to save time for the patient and the pharmacy staff.



Joe Moose, PharmD, owner, Moose Pharmacies.

He is a thought leader in community

pharmacy with his work with CPESN® USA and adoption of Pharmacist eCare Plan standards. Care for patients taking opioids is a core tenet at Joe's pharmacy and he is passionate about sharing that vision with other pharmacy owners.



Matt Osterhaus, BSPHarm, FAPhA, FASCP, owner, Osterhaus Pharmacy.

Matt is a community

consultant pharmacist specializing in pharmaceutical care services, hospice, and home medical equipment. He also focuses on long-term care, quality assurance, consulting, and dispensing services to patients in residential and nursing facilities and facilities for those with intellectual disabilities.



Jen Palazzolo, owner, Flatirons Family Pharmacy.

Jen has successfully designed an employee

bonus system that works to incentivize her team. Flatirons Family Pharmacy is a trailblazing pharmacy in Colorado where patients discover a path to wellness.



Nicole Pezzino, PharmD, BCACP, CDCES, associate professor, Wilkes University. Nicole is

a groundbreaking faculty member from Wilkes University who is a tireless advocate for community pharmacy and the role clinical services play in that patient care setting. She is a board-certified ambulatory care pharmacist and certified diabetes care and education specialist who consistently challenges the status quo of pharmacy.



Zach Posey, PharmD, fellow, Avant Pharmacy and Wellness.

Providing chronic care management and annual wellness visits to patients in the assisted living facility setting, he knows the ins and outs of managing these services in this unique population.



Josh Rimany, RPh, FACA, owner, Dilworth Drug and Wellness Center.

In the wake of COVID, Josh expanded his health strategy appointment-based business to a high value, personalized membership-based program. He focuses on cognitive care, meal planning, supplements, and compounding to create a health plan for each of his enrolled patients.



Paul Shelton, president, Pharma-Complete Consulting Services. Paul is a

pharmacy distribution, automation, and workflow specialist with over 12 years of direct experience in community and LTC pharmacy. He has helped the pharmacies that he works with grow their businesses by tens of thousands of prescriptions per year, and hundreds of thousands of bottom-line dollars.



Rob T. Smith, partner, Katten Muchin Rosenman LLP. For clients

across a variety of industries from health care to financial services, Rob Smith tackles their most important legal challenges, including civil and criminal appeals, dispositive motions at the trial-court level, enforcement actions and government investigations.



CAPT Edward Stein, PharmD, MPH, DipACLM, United States Public Health Services. Captain (ret.)

Ed Stein is retiring as the Pharmacist Educator at the Indian Health Service Clinical Support Center (CSC). He served on active duty in the U.S. Public Health Service Commissioned Corps for over 27 years, all of them in the Indian Health Service.



Dennis Song, RPh, owner, Flower Mound Pharmacy.

Known in his community as the herbalist pharmacist, Dennis runs his pharmacy as an innovative practice with an integrative approach to health through medicine, supplements, and nutrition that grossed over \$250,000 on vitamins and supplements in 2019.



Ollin B. Sykes, CPA, CITP, CMA, president, Sykes & Company, P.A.

For over 35 years, Ollin has been helping independent pharmacies grow their financial wealth. Ollin is intricately involved in all aspects of the business with a concentration in tax, business advisory services, and technology consulting for independent pharmacies and their owners.



Scotty Sykes, CPA, Sykes & Company, P.A.

Scotty works directly with pharmacy owners, assisting with daily accounting and tax compliance issues. He is also active in year-end payroll preparation, tax planning, individual tax preparation, and corporate tax preparation for pharmacy owners and businesses.



Ken Thai, PharmD, CEO, 986 Degrees Corporation.

Ken owns or is a partner in several pharmacies and is a founder of the 986 Pharmacy franchise program. Starting his pharmacy career making deliveries and serving as a pharmacy clerk, Ken believes in empowering those around him to grow. He strives to create opportunities within his company for team members to pursue their passions. Ken, a past president of the California Pharmacists Association, is a strong advocate for advancing technician and all pharmacy staff roles in his home state and across the country.



Trent Thiede, PharmD, MBA, president, PAAS National. Trent helps to ensure the viability of independent community pharmacies nationwide. His company has analyzed more than 80,000 audits and saved members more than \$800 million in audit recoupments.



Gabe Trahan, senior director of operations and marketing, NCPA. Gabe has worked with community pharmacies of all sizes to help them improve their image and ultimately boost front-end profits. From conducting in-store and virtual consultations to presenting at educational workshops and writing extensively on front-end retailing, Gabe has established himself as the leading expert in effective and innovative front-end design and merchandising.



Robert Upchurch, CPhT, chief information officer, Dilworth Drug & Wellness Center. Robert is a pharmacy technician at Dilworth Drug and an active member of their leadership team, spearheading data analysis, and developing ideas for new growth. Robert also has a role as back-office manager handling Medicare enrollment, payroll, and human resources. In developing new ideas for growth, Robert has had a significant role in growing Dilworth Drug's wellness practice and decreasing reliance on third-party reimbursements.



Matt Walker, executive director, West Virginia Independent Pharmacy Association.

Walker has served as a government relations consultant and registered lobbyist for various health care, business, and education groups since 2007 as a partner at Walker & Stevens and West Virginia Lobbyist Group. Walker specializes in pharmacy issues, including the 340B Drug Pricing Program and pharmacy benefit management (PBM) policy in general. Walker has a clear understanding of the private, non-profit, and public sectors, having spent time in each. The son of a West Virginia family physician, Walker is dedicated to improving access and care quality for rural, underserved patients and communities.



Matt Webber, PharmD, Director, Value Based Contracting, CPESN® USA. Matt is a pharmacist with significant experience in 340B programs, developing the strategy, vision, and business plans for multiple pharmacy networks and hospitals which he brings to his current role as director of value-based contracting for CPESN USA.



Travis Wolff, PharmD, BCACP, owner, Med-World Pharmacy and Apothecary Pharmacy. Travis is

a board-certified ambulatory care pharmacist who serves as manager and co-owner of Med-World Pharmacy in Sapulpa, Okla. Since buying Med-World Pharmacy, Travis has implemented new patient services common to independent pharmacy such as medication therapy management, patient education classes, compounding, and immunizations. Travis has studied leadership techniques and has utilized what he has learned to help his staff achieve their personal goals, which has ultimately allowed his pharmacy to advance and grow.



Anjanette Wyatt, PharmD, owner, Clinical Care Pharmacy. Anjanette is a community advocate, innovator, and implementer who

enjoys fundraising and assisting in non-profit efforts. She gives back to her community year-round promoting public health. Notably, she developed a COVID-19 OTC tool kit to educate and provide information on medications that can boost the immune system and created a pathway to increase COVID-19 vaccination rates of underserved minority communities, and she continues to provide diabetes information to at-risk populations.

For full program information including speaker disclosures, please visit www.ncpa.org/learn.

PROGRAMMING

DAILY PROGRAMMING



SHOWCASE STUDENT PHARMACIST PROGRAM BUSINESS EDUCATION EVENTS PRODUCT THEATRES

SATURDAY, OCTOBER 9

Please note: All events will be held at the Charlotte Convention Center unless otherwise designated.

7 a.m. – 8:30 p.m.	REGISTRATION	Ground Level – Concourse A
7:30 – 9 a.m.	Student Pharmacist Program – <i>Chapter Officers' Breakfast (Invitation only)</i>	Room E219-CD
8:15 – 8:45 a.m.	Business Education	
	• Take 5!	Richardson Ballroom A
9 – 10 a.m.	Business Education	
	• Expanding the Role of Technicians: An Expert Panel	Richardson Ballroom A
	• 9 Vitamins and Supplement Recommendations You Should Be Making	Richardson Ballroom C
9:15 – 10 a.m.	Student Pharmacist Program – <i>Where Are They Now? A Post-Graduate Panel</i>	Richardson Ballroom D
10 – 10:45 a.m.	Student Pharmacist Program – <i>Student Pharmacist Networking: Fast-Track Edition</i>	Richardson Ballroom D
10:15 – 11:15 a.m.	Business Education	
	• Ancillary Staff Roles for Enhanced Service Delivery	Richardson Ballroom A
	• COVID Relief, Taxes, Employment Law, and Your Business in 60 Minutes	Richardson Ballroom C
11 a.m. – Noon	Student Pharmacist Program – <i>Demographics – Identifying Your Potential Patients, Competitors, and Prescribers</i>	Richardson Ballroom D
11:30 a.m. – 12:30 p.m.	Business Education	
	• DME: Your Next Front-End Superstar – (Including non-CE Shoot the Breeze® Noon – 12:30 p.m.)	Richardson Ballroom A Room E215-AB
	• The Cure to Misinformation – Empowering Your Patients with Knowledge	Richardson Ballroom C
Noon – 1 p.m.	Student Pharmacist Program – <i>Networking Lunch (Sponsored by McKesson)</i>	Richardson Ballroom D
12:45 – 1:45 p.m.	Product Theaters	
	• You CAN Find Good Help these Days (and KEEP Them!) (Presented by ABC)	Richardson Ballroom B
	• Adult Hepatitis A in a Time of Outbreak (Presented by Merck)	Room E219-AB
	• Pharmacies Share Formula for Improving Patient Health (Presented by RxSafe)	Room E219-CD
1:30 – 3:30 p.m.	18th Annual Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition	RoomW207

CONTINUED ON FOLLOWING PAGE

SATURDAY

SATURDAY, OCTOBER 9

Please note: All events will be held at the Charlotte Convention Center unless otherwise designated.

2 - 3 p.m.	Business Education	
	<ul style="list-style-type: none">Leveraging the Critical Role that Public Health Plays in Expanding Scope	Richardson Ballroom A
	<ul style="list-style-type: none">Operations Under the Microscope: Increasing Efficiencies, Decreasing Waste	Richardson Ballroom B
	<ul style="list-style-type: none">Point-of-Care Testing (Beyond COVID-19)	Richardson Ballroom C
3:15 - 4:15 p.m.	Business Education	
	<ul style="list-style-type: none">Taking Charge with Technology: Enhancing Your Existing Appointment Models - (Including non-CE Shoot the Breeze® 3:45 - 4:15 p.m.)	Richardson Ballroom A Room E215-AB
	<ul style="list-style-type: none">The Medical at Home Value Proposition	Richardson Ballroom B
	<ul style="list-style-type: none">Eliminating the Middleman: Building a Cost-Plus, Insurance-Free Pharmacy	Richardson Ballroom C
4 - 5 p.m.	Student Pharmacist Program - <i>Personal Finance for Student Pharmacists</i>	Richardson Ballroom D
4:30 - 5:30 p.m.	Business Education	
	<ul style="list-style-type: none">Become a Recruitment and Retention Rockstar	Richardson Ballroom A
	<ul style="list-style-type: none">Medical Billing ... Foot in the Door?	Richardson Ballroom B
	<ul style="list-style-type: none">Acquiring New LTC Business	Richardson Ballroom C
5 - 6 p.m.	Student Pharmacist Program - <i>Emerging Entrepreneur Panel</i>	Richardson Ballroom D
5:30 - 6:30 p.m.	NCPA Long-Term Care Division Reception (<i>Sponsored by Integra</i>)	Room E217
5:30 - 6:30 p.m.	NCPA First-Timers Reception	Room E218
6:30 - 8:30 p.m.	NCPA Opening Night Reception: A Heroes Welcome (<i>Sponsored by McKesson</i>)	Richardson Foyer & Terrace

FOR FULL CE DETAILS, PLEASE VISIT WWW.NCPA.ORG/LEARN AND CLICK ON THE CONVENTION TAB.

SATURDAY

CONTINUING EDUCATION PROGRAMS

SATURDAY, OCTOBER 9

Please allow up to 1 month for your CE credit to appear within the CE monitor.

NEW THIS YEAR: Each CE session has a unique attendance code that will be required to claim CE credit. Use the below table to keep track of the attendance codes for the sessions you attended. Continuing education claiming instructions are on page 10.

8:15 – 8:45 a.m.	
Course	Code
<input type="checkbox"/> Take 5!	
9 – 10:00 a.m.	
Course	Code
<input type="checkbox"/> 9 Vitamin and Supplement Recommendations You Should Be Making	
<input type="checkbox"/> Expanding the Role of Technicians	
10:15 – 11:15 a.m.	
Course	Code
<input type="checkbox"/> COVID Relief, Taxes, Employment Law, and Your Business in 60 Minutes	
<input type="checkbox"/> Ancillary Staff Roles for Enhanced Service Delivery	
11:30 am – 12:30 p.m.	
Course	Code
<input type="checkbox"/> DME: Your Next Front-End Superstar	
<input type="checkbox"/> The Cure to Misinformation – Empowering Your Patients with Knowledge	
2 – 3:00 p.m.	
Course	Code
<input type="checkbox"/> Leveraging the Critical Role that Public Health Plays in Expanding Scope	
<input type="checkbox"/> Point-of-Care Testing (Beyond COVID-19)	
<input type="checkbox"/> Operations Under the Microscope: Increasing Efficiencies, Decreasing Waste	
3:15 – 4:15 p.m.	
Course	Code
<input type="checkbox"/> Taking Charge with Technology: Enhancing your Existing Appointment Models	
<input type="checkbox"/> The Medical at Home Value Proposition	
<input type="checkbox"/> Eliminating the Middleman: Building a Cost-Plus, Insurance-Free Pharmacy	
4:30 – 5:30 p.m.	
Course	Code
<input type="checkbox"/> Medical Billing ... Foot in the Door?	
<input type="checkbox"/> Acquiring New LTC Business	
<input type="checkbox"/> Become a Recruitment and Retention Rockstar	

Need help? Visit CE Central outside of Richardson A and B Ballrooms or visit www.ncpa.org/cesupport.

SATURDAY, OCTOBER 9

PLEASE NOTE THAT ALL EVENTS WILL BE HELD AT THE CHARLOTTE CONVENTION CENTER UNLESS OTHERWISE DESIGNATED.

7 A.M. – 8:30 P.M.

NCPA REGISTRATION

Ground Level – Concourse A

7:30 – 9 A.M.

STUDENT PHARMACIST PROGRAM

**CHAPTER OFFICERS' BREAKFAST
(INVITATION ONLY)**

E219-CD

A mix of learning how to develop leaders within your chapter from a national manager trainer and an opportunity to network and connect with officers from your region and Student Leadership Council representatives. Hear how to manage your chapter and how to motivate others to want to work hard with you.

8:15 – 8:45 A.M.

BUSINESS EDUCATION

TAKE 5!

Richardson Ballroom A

Jumpstart your Convention time with an idea generator direct from your peers. Two peers will Take 5 minutes to tell you about a revenue-generating service or money-saving tip that has worked well for them. Then you'll have 10 minutes to interact, ask questions, and offer suggestions. When time runs out, it's on to the next one. Of course, there's plenty of time at the NCPA 2021 Annual Convention for further one-on-one dialogue to follow up and learn more from each other.

Pharmacist and Pharmacy Technician Learning Objectives:

- List two innovations for community pharmacy businesses.

ACPE UAN: 0207-0000-21-601-L04-P/T

0.5 contact hour (0.05 CEU)

Activity Type: Knowledge-Based

9 – 10 A.M.

BUSINESS EDUCATION

9 VITAMIN AND SUPPLEMENT RECOMMENDATIONS YOU SHOULD BE MAKING

Richardson Ballroom C

The herbalist pharmacist-owner Dennis Song grossed over \$250,000 in 2019 on vitamin and supplement sales alone by understanding and leveraging his front end to make patient-centered recommendations. Dennis believes there are nine common vitamin and supplement recommendations every community pharmacy should be making, and he's here to share those with you. We're discussing the clinical need, considerations, and workflow best practices to make this a reality in your business. Walk away with a game plan for maximizing your supplement sales backed by the science you can feel good about!

Speaker: Dennis Song, RPh, owner, Flower Mound Pharmacy.

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss use, side effects, and interactions of the top nine dietary supplements that your patients are currently taking.
2. Explore the process of selecting, marketing, and maximizing outcomes from the dietary supplements.
3. Identify how to incorporate therapeutic dietary supplements into a dispensing workflow using technology, pharmacy staff, and patient counseling.

ACPE UAN: 0207-0000-21-602-L01-P/T

1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

9 – 10 A.M.

BUSINESS EDUCATION

EXPANDING THE ROLE OF TECHNICIANS: AN EXPERT PANEL

Richardson Ballroom A

As the role of the pharmacist continues to evolve, so should the role of the pharmacy technician. In this round-robin discussion, hear firsthand from pharmacy technicians who perform tasks other than the technical activities of preparing a prescription to be dispensed. Topics will include community health workers, billing support, management and leadership, and much more – everything is on the table.

Speakers: Meredith Ayers, CPhT, Brema Pharmacy; Richard Logan, PharmD, owner, SEMORx Pharmacies; Robert Upchurch, CPhT, chief information officer, Dilworth Drug & Wellness Center

Pharmacist and Pharmacy Technician Learning Objectives:

1. Identify five pharmacy tasks outside of traditional prescription dispensing that are ideally suited for pharmacy technicians.
2. List key metrics to measure pharmacy growth.
3. Assess the value of creating pharmacy technician positions dedicated to medical billing.

ACPE UAN: 0207-0000-21-603-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

9:15 – 10 A.M.

STUDENT PHARMACIST PROGRAM

WHERE ARE THEY NOW? A POST-GRADUATE PANEL

Richardson Ballroom D

This session will highlight three opportunities for student pharmacists to take on national roles with NCPA: our summer internship, APPE rotations, and the NCPA Student Leadership Council. A panel of pharmacists who participated in these programs as students will share how the experience has impacted their careers.

Speakers: Shantel Houston, PharmD, NCPA associate director of education and committee; Abigail Scott, PharmD, resident, Moose Pharmacy; Thomas Sherrer, PharmD, owner, Poole's Pharmacy

10 – 10:45 A.M.

STUDENT PHARMACIST PROGRAM

STUDENT PHARMACIST NETWORKING: FAST-TRACK EDITION

Richardson Ballroom D

Meet past NCPA student pharmacists who are now practicing community pharmacists as they rotate throughout the room, while you stay in your seats. All the benefits of convention networking without the intimidating ice-breakers.

10:15 – 11:15 A.M.

BUSINESS EDUCATION

COVID-19 RELIEF, TAXES, EMPLOYMENT LAW, AND YOUR BUSINESS IN 60 MINUTES

Richardson Ballroom C

Join us for a review and highlights on the COVID-19 tax updates and law implications affecting your bottom line. With the COVID-19 relief provisions mostly behind us, we'll discuss key items, opportunities, and issues that are still outstanding for your business.

Speakers: Jeff Baird, Esq., shareholder, Health Care Group, Brown & Fortunato, PC; Ollin B. Sykes, CPA, CITP, CMA, president, Sykes & Company, P.A.; Scotty Sykes, CPA, Sykes & Company, P.A.

Pharmacist and Pharmacy Technician Learning Objectives:

1. Review COVID-19 relief programs and discuss issues and opportunities still outstanding for businesses.
2. Discuss updated tax legislation and the impact on pharmacies and their owners.
3. Outline year-end planning opportunities and tax credits for pharmacies.

ACPE UAN: 0207-0000-21-604-L03-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

10:15 – 11:15 A.M.

BUSINESS EDUCATION

ANCILLARY STAFF ROLES FOR ENHANCED SERVICE DELIVERY

Richardson Ballroom A

Non-pharmacist staff are critical team members, yet in many pharmacies, their potential with supporting clinical services has not been fully realized. CPESN® luminary and multi-store owner Ken Thai challenges and empowers his team to take on new responsibilities

to grow his enhanced services portfolio efficiently. Find out how he motivates and engages his team for point-of-care testing, immunization and other enhanced service delivery, and review the job responsibilities and training tools needed to make this happen. You'll walk away feeling empowered yourself and ready to activate your team.

Speaker: Ken Thai, PharmD, CEO, 986 Degrees Corporation.

Pharmacist and Pharmacy Technician Learning Objectives:

1. List common pharmacy tasks that do not require a pharmacist license.
2. Define key roles for ancillary staff in supporting enhanced service delivery.
3. Discuss best practices for motivating and encouraging your team members to take on new responsibilities.

AACPE UAN: 0207-0000-21-605-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

11 A.M. – NOON

STUDENT PHARMACIST PROGRAM

DEMOGRAPHICS – IDENTIFYING YOUR POTENTIAL PATIENTS, COMPETITORS, AND PRESCRIBERS

Richardson Ballroom D

Join this session and learn how to explain the importance of researching demographics and what information you need to obtain in that research. You will also discuss how demographics affect OTC and niche options and outline how to incorporate demographic information in your business plan.

Speaker: Jim Springer, regional vp, RxOwnership

11:30 A.M. – 12:30 P.M.

BUSINESS EDUCATION

DME: YOUR NEXT FRONT-END SUPERSTAR

Richardson Ballroom A

(Including non-CE Shoot the Breeze® Noon – 12:30 p.m. - Room E215-AB)

Durable medical equipment offers seniors independence and the ability to age in place, and the compassion and customer service demonstrated at your pharmacy make it an ideal product category to pursue (online retailers won't fit you for a cane). For these reasons, NCPA's Gabe Trahan believes billable and/or cash-based DME needs to find a place in every size store. Get the who, what, why, and how on this important niche from a front-end manager who took a closet-sized section of the pharmacy and built a profitable, booming business in less than a year. Then, learn from your peers during a non-CE Shoot the Breeze® that follows.

Speakers: Gabe Trahan, senior director of operations and marketing, NCPA; Acacia Fluy, director of retail development, Tomahawk Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. List the types of mobility aids and companion products patients are seeking.
2. Discuss staffing and marketing best practices for expanding your DME section.

AACPE UAN: 0207-0000-21-606-L04-P/T
0.5 contact hour (0.05 CEU)

Activity Type: Knowledge-Based

11:30 A.M. – 12:30 P.M.

BUSINESS EDUCATION

THE CURE TO MISINFORMATION – EMPOWERING YOUR PATIENTS WITH KNOWLEDGE

Richardson Ballroom C

In a time when mistrust in the health care system is at an all-time high, your team's role as community-based, trusted health experts is critical. Dr. Anjanette Wyatt, a pharmacy owner, community advocate and innovator, has spent years educating the public on ways to engage themselves and play a part in their health care. She'll walk through what you and your staff can do in your pharmacy to help support patients with low health literacy, including practical advice for identifying patients most at need and reaching out to patients in your community who may have limited access to health care or health information.

Speaker: Anjanette Wyatt, PharmD, owner, Clinical Care Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss the relationship between health literacy and social determinants of health.
2. Identify patients who may not have optimal access to health care services in your community.
3. Discuss strategies you can deploy to address disparities and facilitate equitable health care.

AACPE UAN: 0207-0000-21-607-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

Registration
opens Nov. 18



Multiple Locations Conference

Clearwater, Florida | Feb. 23-26, 2022

Discover solutions to expand your practice while making your current locations even more successful. Learn new ideas for your business at one of our educational programs (both CE and non-CE) or our intimate networking sessions with select companies showcasing the latest technology, services, and products to help you succeed. Perfect for current multi-store owners, or those who want to be.

ncpa.org/mlc



NOON – 1 P.M.

STUDENT PHARMACIST PROGRAM

2021 STUDENT PHARMACISTS NETWORKING LUNCH

Sponsored by McKesson

Richardson Ballroom D

Hone your networking skills with McKesson representatives at this student pharmacists' lunch.

12:45 – 1:45 P.M.

PRODUCT THEATER

YOU CAN FIND GOOD HELP THESE DAYS (AND KEEP THEM)!

Presented by AmerisourceBergen

Richardson Ballroom B

Please join Andy Pope, business coach at AmerisourceBergen, for a spirited panel discussion with independent pharmacy owners and thought leaders on hiring, recruiting, and retention. The path to empowered and motivated associates starts well before the first "Help Wanted" ad is placed, and continues throughout that associate's career. Andy will explore multiple philosophies and ownership styles that ensure high caliber staffers and help build a culture of excellence. Our guests will walk you through the types of technology they use and will provide tips and best practices to identify and manage a high-performing and loyal team. You will walk away inspired and energized to implement these strategies with your team!

Speakers: Dr. Jay Phipps, president and CEO, Phipps Pharmacy; Ted Grothe, vice president, owner, Hometown Pharmacy Group

12:45 – 1:45 P.M.

PRODUCT THEATER

ADULT HEPATITIS A IN A TIME OF OUTBREAK

Presented by Merck

E219-AB

- Describe hepatitis A disease burden and outbreaks in the United States
- Discuss an unmet need among US adults and populations at increased risk of becoming infected with hepatitis A
- Review hepatitis A CDC recommendations and strategies for at-risk groups

Speaker: Dennis Stanley, RPh, past president of Virginia Pharmacists Association and past vice chairman of Project Immunize Virginia

12:45 – 1:45 P.M.

PRODUCT THEATER

PHARMACIES SHARE FORMULA FOR IMPROVING PATIENT HEALTH

Presented by RxSafe

E219-CD

During this panel discussion, six independent pharmacy owners will discuss how they've improved patient health by partnering with RxSafe's Business Transformation team. This holistic approach is centered around syncing customers and moving them to adherence pouch packaging. This translates into new patient referrals, more business from local LTCs, home health and ALFs, and the pharmacy becoming a more vital, vibrant, and sustainable partner in the health of their local community.

Speakers: Jana Bennett, owner, Sherman Medicine Shoppe; Tim Mitchell, owner, Mitchell's Drug Stores

1:30 – 3:30 P.M.

STUDENT PHARMACIST PROGRAM

18TH ANNUAL GOOD NEIGHBOR PHARMACY NCPA PRUITT-SCHUTTE STUDENT BUSINESS PLAN COMPETITION

W207

Three schools will vie for the top spot at the 18th Annual Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition. See the excitement around the live presentations of the annual business plan competition. The top spot earns the team a chance to win cash for their school and a complimentary trip to the NCPA Multiple Locations Conference in Florida.

Teams Presenting: The University of Texas at Austin College of Pharmacy; Medical University of South Carolina College of Pharmacy; University of Arkansas for Medical Sciences College of Pharmacy

2 – 3 P.M.

BUSINESS EDUCATION

LEVERAGING THE CRITICAL ROLE THAT PUBLIC HEALTH PLAYS IN EXPANDING SCOPE

Richardson Ballroom A

Funding dollars are more readily available through state and local agencies to support public health initiatives, and community pharmacy's COVID-19 response has illuminated the critical role we play to the public health sector. The timing has never been better, and you need to know where to go and how to tap into this market. Pharmacist Paige Clark and pharmacy owner and NCPA President-Elect Michele Belcher have successfully collaborated with public health on multiple initiatives in Oregon that have resulted in better patient care and dollars in the pharmacy's door. Using a real-life case, this dynamic duo will walk step-by-step through their strategy and present you with clear next steps for building a successful partnership in your state. Then, join us for a non-CE workshop after the NCPA 2021 Annual Convention to plan and operationalize your funding opportunities.

Speaker: Michele Belcher, RPh, owner, Grants Pass Pharmacy and NCPA President-Elect; Paige Clark, RPh, vice president, pharmacy programs and policy, Prescriptive

Pharmacist and Pharmacy Technician Learning Objectives:

1. Identify state and local agency funding sources and the key decision-makers.
2. Outline the steps of building a sustainable community pharmacy-public health collaboration.
3. Discuss ways to overcome barriers to implementation in your pharmacy.

ACPE UAN: 0207-0000-21-608-L04-P/T
1 contact hours (0.1 CEUs)

Activity Type: Knowledge-Based

2 – 3 P.M.

BUSINESS EDUCATION

POINT-OF-CARE TESTING (BEYOND COVID-19)

Richardson Ballroom C

Now that your pharmacy has a CLIA certificate of waiver you have an opportunity to branch into additional, profitable testing services, and in many states, you can treat these patients as well. Get the what, why, and how on developing a profitable testing niche from a successful peer!

Speaker: Rannon Ching, PharmD, pharmacist-in-charge, Tarrytown Pharmacy

Pharmacist Learning Objectives:

1. Discuss state variability in scope of practice and requirements for pharmacists to perform point-of-care testing services.
2. Differentiate opportunities in point-of-care testing as it pertains to chronic disease management and acute infectious disease management.
3. Describe successful strategies for increasing point-of-care testing services to make it a sustainable patient care offering.

ACPE UAN: 0207-9999-21-609-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

Support for this program provided by Quidel, Inc.

2 – 3 P.M.

BUSINESS EDUCATION

OPERATIONS UNDER THE MICROSCOPE: INCREASING EFFICIENCIES, DECREASING WASTE

Richardson Ballroom B

Time is precious, and we don't want you to waste yours. Looking at your dispensing model with a constructive lens, pharmacy operations expert Paul Shelton will examine seven key areas of pharmacy waste — transportation, inventory, motion, waiting, overproduction, overprocessing, and defects — and provide opportunities for improvement with real-life examples. Walk away with next steps to decrease your workflow waste and find time for other profitable services.

Speaker: Paul Shelton, president, PharmaComplete Consulting Services

Pharmacist Learning Objectives:

1. Describe lean waste and list the seven areas for improvement.
2. Discuss technology advancements that improve patient care.
3. Discuss lessons learned from other industries.

ACPE UAN: 0207-0000-21-610-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

3:15 – 4:15 P.M.

BUSINESS EDUCATION

**TAKING CHARGE
WITH TECHNOLOGY:
ENHANCING YOUR EXISTING
APPOINTMENT MODELS**

Richardson Ballroom A

(Including non-CE Shoot the Breeze® 3:45 – 4:15 p.m. - Room E215-AB)

Using scheduling platforms to automate some of the administrative work around scheduling enhanced services has proven to be a time-saver for your patients and your pharmacy. A pharmacy peer will share tips for evaluating available platforms, simplifying the user experience, decreasing the back-and-forth with patients, and most importantly, scheduling other billable enhanced services.

Speaker: Amber Morgan, PharmD, MPH, staff pharmacist, Moose Pharmacy

Pharmacist Learning Objectives:

1. Discuss the advantages and disadvantages of available scheduling platforms.
2. Discuss enhanced service opportunities that could be integrated into an appointment-based workflow.

ACPE UAN: 0207-0000-21-611-L04-P/T
0.5 contact hour (0.05 CEU)

Activity Type: Knowledge-Based

3:15 – 4:15 P.M.

BUSINESS EDUCATION

**THE MEDICAL AT HOME VALUE
PROPOSITION**

Richardson Ballroom B

With over 10,000 Americans aging into Medicare daily, providing medical-at-home services to keep patients who might otherwise be in a nursing home in the familiarity of their homes is a patient care no-brainer. But when will the incentives and payment match the effort? Now, a new clinically integrated network focused on patients aging in place combined with advocacy efforts led by NCPA's LTC Division could make a perfect storm of opportunity for your business. Join a panel for a discussion about the opportunity, the regulatory landscape, and the workflow best practices for entering this sector.

Speakers: Brian Beach, PharmD, principal and chief financial officer, Kelley-Ross Pharmacy Group; Ronna Hauser, PharmD, senior vice president of policy and pharmacy affairs, NCPA; Matt Osterhaus, BSPHarm, FAPhA, FASCP, owner, Osterhaus Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. Define the medical at home population and discuss the current regulatory landscape.
2. List the minimum requirements for participating in the CPESN at Home network.
3. Discuss best practices for operating and managing a medical at home program.

ACPE UAN: 0207-0000-21-612-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

3:15 – 4:15 P.M.

BUSINESS EDUCATION

**ELIMINATING THE MIDDLEMAN:
BUILDING A COST-PLUS,
INSURANCE-FREE PHARMACY**

Richardson Ballroom C

With optional membership programs available to fit patients' needs, Blueberry Pharmacy has simplified the prescription model, and the patient savings have been substantial. In this case study, owner Kyle McCormick shares his innovative business approach to get your wheels turning. Learn how his commitment to community, transparency, and sustainability has led to a different pharmacy experience.

Speaker: Kyle McCormick, PharmD, owner, Blueberry Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. Describe at least two trends driving generics into their own transparent marketplace.
2. Outline three financial benefits to a cost-plus, membership model.
3. Name three ways in which a cost-plus model realigns incentives with patients, prescribers, and pharmacies.

ACPE UAN: 0207-0000-21-613-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

4 – 5 P.M.

STUDENT PHARMACIST PROGRAM

**PERSONAL FINANCE FOR
STUDENT PHARMACISTS**

Richardson Ballroom D

Join this session after the NCPA Pruitt-Schutte Student Business Plan Competition to learn how you can take the first step in ownership by mastering your personal finances. Many student pharmacists graduate with hundreds of

thousands of dollars in debt, but have a six-figure annual earning potential. This session is designed to help you successfully navigate toward financial independence.

Speaker: Joe Baker, MBA, adjunct assistant professor of personal finance, University of Arkansas for Medical Sciences

4:30 – 5:30 P.M.

BUSINESS EDUCATION

MEDICAL BILLING ... FOOT IN THE DOOR?

Richardson Ballroom B

You may already have your foot in the door with a medical billing intermediary for COVID-19 vaccines. Kick that door open and take a look around. Pharmacists in a growing number of states have the authority to order labs, administer a point-of-care test, and initiate or modify drug therapy – either in their scope of practice or under a collaborative practice agreement. Come learn what success looks like for a pharmacy that submits claims to patients' medical insurance for documenting patient evaluations and treatment plans for HIV PrEP and PEP and immunizations.

Speakers: Jenny Arnold, PharmD, BCPS, CEO, Washington State Pharmacy Association; Brian Beach, PharmD, principal and chief financial officer, Kelley-Ross Pharmacy Group

Pharmacist and Pharmacy Technician Learning Objectives:

1. Compare and contrast health plan medical benefits and prescription benefits.
2. Discuss the significance of the following terms: provider status, pharmacy payment parity, and provider credentialing.
3. Assess the suitability of your practice site for one or more clinical services that could be reimbursed by a patient's medical benefit.

ACPE UAN: 0207-0000-21-614-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

4:30 – 5:30 P.M.

BUSINESS EDUCATION

ACQUIRING NEW LTC BUSINESS

Richardson Ballroom C

As a locally-owned pharmacy and immunization partner, your business offers significant value to a variety of LTC settings. Having the sales and marketing know-how to present your pharmacy as a solution to facility needs is key to adding new accounts. Get the basic tools to evaluate your local LTC market, create a plan for engaging potential customers, and execute on that plan in this program.

Speaker: Paul Shelton, president, PharmaComplete Consulting Services

Pharmacist and Pharmacy Technician Learning Objectives:

1. Develop a plan for identifying key stakeholders along with strategies for growing relationships with key stakeholder groups.
2. List key questions to ask when speaking to potential and current customers.
3. Describe your LTC market differentiator.

ACPE UAN: 0207-0000-21-615-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

4:30 – 5:30 P.M.

BUSINESS EDUCATION

BECOME A RECRUITMENT AND RETENTION ROCKSTAR

Richardson Ballroom A

Good employees have been one of the hottest commodities in the United States besides masks and hand sanitizer, but how do you find and keep them? This session will equip you with various strategies for recruiting and retaining team members in an era of unprecedented labor shortages.

Speaker: Christina Bahrami, MHRLR, director of human resources and organizational development, Hayat Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. Identify causes of current labor shortages in the United States.
2. Describe tips for recruiting well-qualified employees and volunteers.
3. Discuss methods for retaining pharmacy staff members.

ACPE UAN: 0207-0000-21-616-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

5 – 6 P.M.

STUDENT PHARMACIST PROGRAM

EMERGING ENTREPRENEUR PANEL

Richardson Ballroom D

Engage with a panel of current independent community pharmacy entrepreneurs who made their mark as owners at a young age. Hear about the diverse entrepreneurial career paths within pharmacy and the secrets to their success in such a short amount of time.

Speakers: Patrick Chancy, PharmD, owner, Chancy Drugs; Ken Thai, PharmD, CEO, 986 Degrees Corporation

5:30 – 6:30 P.M.

NCPA LONG-TERM CARE DIVISION RECEPTION

Sponsored by Integra
E217

5:30 – 6:30 P.M.

NCPA FIRST-TIMERS RECEPTION
E218

6:30 – 8:30 P.M.

NCPA OPENING NIGHT RECEPTION
A HEROES WELCOME

Sponsored by McKesson

Richardson Foyer and Terrace



NCPA's Innovation Center is on the lookout for the innovations and redesigns that have made your promotions more effective and your patients' experience more rewarding. Tell us what makes your independent pharmacy stand out!

Now accepting nominations for the following award categories*:

- **Best External Modification:** From landscaping and paint jobs to added or revamped drive-thru windows to entire rebuilds, how did you improve your curb appeal?
- **Best Internal Modification:** Maybe you added a consult or vaccine room? Maybe you widened the aisles? Maybe you created a new department? Whatever your remodel project, how did it enhance your image and sales?
- **Best Exterior Sign:** Roadside signs draw attention to your store. Have a new one you're proud of? Enter it to see if it's the best of the best.
- **Best Delivery Vehicle:** Are you riding in style? Toot your own horn and show off your delivery vehicle.
- **Best Marketing/Promotion:** How did you attract new customers? Tell us about the great promotion you ran that you want to tell everyone else about.
- **Best Community Engagement:** Community pharmacists are great at getting out from behind the counter to participate in local events to deepen connections with their patients and customers. Bring us your best story and we may just bring you a NICE Award.

**Enter in as many categories as you like. The contest honors remodels, promotions, and events completed between Dec. 1, 2020 and Dec. 1, 2021.*

Sponsored by



For more information or to submit an entry, go to www.ncpa.org/nice-awards. Deadline for entries is Dec. 1, 2021. We will recognize the winning entries in the March 2022 issue of *America's Pharmacist*®.

SUNDAY, OCTOBER 10

Please note: All events will be held at the Charlotte Convention Center unless otherwise designated.

7 a.m. – 6 p.m.	REGISTRATION	Ground Level – Concourse A
7:30 – 8 a.m.	Business Education	
	• Take 5!	Richardson Ballroom A
8:15 – 9:15 a.m.	Business Education	
	• Value-Based Payment Success Stories	Richardson Ballroom A
	• Doctor Detailing, Simplified	Richardson Ballroom B
	• Getting Started in LTC with Chronic Care Management and Annual Wellness Visits	Richardson Ballroom C
9:30 – 11:30 a.m.	OPENING GENERAL SESSION (<i>Sponsored by Anda, Inc.</i>)	Crown Ballroom
11:30 a.m. – 12:30 p.m.	Product Theaters	
	• HPV and Head and Neck Cancers: Do You Know the Facts? (<i>Presented by Merck</i>)	Room E219-AB
	• Not If, But How: Scalable Compliance Packaging for the Viability of Independent Pharmacy (<i>Presented by Parata/Cardinal</i>)	Room E219-CD
	• Revitalize Your Business as Patient Demand for CBD Increases (<i>Presented by Fourth Power Labs</i>)	Richardson Ballroom C
11:30 a.m. – 1:30 p.m.	Student Pharmacist Program – <i>Business for Success Student Luncheon</i> (<i>Sponsored by AmerisourceBergen</i>)	Richardson Ballroom D
12:30 – 4 p.m.	Grand Opening of the Expo (Expo Reception from 3 – 4 p.m. – <i>Sponsored by Redsail Technologies</i>)	Exhibit Hall A-B1
12:45 – 2:45 p.m.	Student Programming – Community Pharmacy Residency Showcase	Exhibit Hall A-B1
2:15 – 3:45 p.m.	Innovation in Community Practice Poster Symposium	Exhibit Hall A-B1
3:30 – 4:30 p.m.	Business Education	
	• New Drugs and Clinical Pearls 2021	Richardson Ballroom A
4 – 5:30 p.m.	NCPA Foundation Awards Ceremony	Richardson Ballroom B
4:45 – 5:45 p.m.	Business Education	
	• Building Your Online Presence	Richardson Ballroom A
5 – 6 p.m.	NCPA Corporate Members Reception (Invitation Only)	Room E217

FOR FULL CE DETAILS, PLEASE VISIT WWW.NCPA.ORG/LEARN AND CLICK ON THE CONVENTION TAB.

SUNDAY

CONTINUING EDUCATION PROGRAMS

SUNDAY, OCTOBER 10

Please allow up to 1 month for your CE credit to appear within the CE monitor.

NEW THIS YEAR: Each CE session has a unique attendance code that will be required to claim CE credit. Use the below table to keep track of the attendance codes for the sessions you attended. Continuing education claiming instructions are on page 10.

7:30 – 8 a.m.	
Course	Code
<input type="checkbox"/> Take 5!	

8:15 – 9:15 a.m.	
Course	Code
<input type="checkbox"/> Value-Based Payment Success Stories	
<input type="checkbox"/> Getting Started in LTC with Chronic Care Management and Annual Wellness Visits	
<input type="checkbox"/> Doctor Detailing, Simplified	

3:30 – 4:30 p.m.	
Course	Code
<input type="checkbox"/> New Drugs and Clinical Pearls 2021	

4:45 – 5:45 p.m.	
Course	Code
<input type="checkbox"/> Building Your Online Presence	

Need help? Visit CE Central outside of Richardson A and B Ballrooms or visit www.ncpa.org/cesupport.

CLAIM CE

SUNDAY, OCTOBER 10

PLEASE NOTE THAT ALL EVENTS WILL BE HELD AT THE CHARLOTTE CONVENTION CENTER UNLESS OTHERWISE DESIGNATED.

7 A.M. – 6 P.M.

NCPA REGISTRATION

Ground Level – Concourse A

7:30 – 8 A.M.

BUSINESS EDUCATION

TAKE 5!

Richardson Ballroom A

We are back with another round of profit pearls from the people you want to hear from the most — your peers. They'll Take 5 minutes to tell you about a revenue-generating service or money-saving tip that has worked well for them, and you'll have ten minutes to engage and ask questions.

Pharmacist and Pharmacy Technician Learning Objectives:

- List two innovations for community pharmacy businesses.

ACPE UAN: 0207-0000-21-617-L04-P/T
0.5 contact hour (0.05 CEU)

Activity Type: Knowledge-Based

8:15 – 9:15 A.M.

BUSINESS EDUCATION

VALUE-BASED PAYMENT SUCCESS STORIES

Richardson Ballroom A

Community pharmacy collectively has demonstrated its value during the pandemic, and payers are noticing. Hear first-hand experiences from your peers who have secured value-based contracts and learn their methods for approaching plan sponsors.

Speaker: Matt Webber, PharmD, Director, Value Based Contracting, CPESN® USA

Pharmacist and Pharmacy Technician Learning Objectives:

1. Summarize real-world examples of enhanced services that plan sponsors value.
2. Formulate strategies for approaching plan sponsors based on peer success stories.
3. Discuss opportunities to establish payment programs with plan sponsors based on mutual need and ability to deliver enhanced services.

ACPE UAN: 0207-0000-21-618-L01-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

8:15 – 9:15 A.M.

BUSINESS EDUCATION

GETTING STARTED IN LTC WITH CHRONIC CARE MANAGEMENT AND ANNUAL WELLNESS VISITS

Richardson Ballroom C

The senior care population is arguably most in need of the care your team provides, and chronic care management (CCM) and annual wellness visits (AWV) are two ways to bring value to that population and dollars in your door. Two pharmacists who work with a physician to provide these services to hundreds of patients in nursing homes and assisted living facilities are here to share their path to success. Walk away with an understanding of the opportunity CCM and AWV present in the LTC population and determine your next steps for implementing billable services.

Speakers: Brianna Johnson, PharmD, clinical community pharmacist, Avant Pharmacy and Wellness; Zach Posey, PharmD, fellow, Avant Pharmacy and Wellness

Pharmacist and Pharmacy Technician Learning Objectives:

1. Define chronic care management and annual wellness visits and how they differ from a scheduled consultant pharmacist review.
2. Discuss nuances for billing CCM and AWV in a long-term care setting.
3. Discuss strategies for collaborating with medical provider staff to optimize medical claim acceptance and reimbursement.

ACPE UAN: 0207-0000-21-619-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

8:15 – 9:15 A.M.

BUSINESS EDUCATION

DOCTOR DETAILING, SIMPLIFIED

Richardson Ballroom B

You'd be surprised how little the prescribers' offices you speak with multiple times a day know about your pharmacy. Getting your foot in the door can sometimes be the toughest part. Pharmacist-owner Nicolette Mathey has found the key to a profitable detailing service starts with leveraging your own data to identify potential collaboration partners, focusing first on those prescribers with whom you have a good relationship. She's breaking down her successful revenue-generating detailing process into easy-to-follow steps that you can start today. Sometimes the "low-hanging fruit" opportunity may surprise you.

Speaker: Nicolette Mathey, PharmD, owner, Palm Harbor Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. List metrics for identifying high opportunity target, or HOT, prescribers.
2. Discuss strategies for meeting HOT prescribers' needs and how you can expand your offerings to service their patients.
3. Define for your pharmacy who will lead your sales and marketing initiatives, and a timeline/milestones you'd like to employ to transition these strategies to a full-time sales representative.

ACPE UAN: 0207-0000-21-620-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

9:30 – 11:30 A.M.

OPENING GENERAL SESSION

Sponsored by Anda, Inc.

Crown Ballroom

Highlights of the Opening General Session include a president's speech by NCPA President Brian Caswell, RPh, and a keynote address from Josh Linkner.

JOSH LINKNER

KEYNOTE SPEAKER



Josh Linkner calls himself a creative troublemaker. He passionately believes that all human beings have incredible creative capacity, and he's on a mission to unlock inventive thinking and creative problem solving to help leaders, individuals, and communities soar.

Josh has been the founder and CEO of five tech companies, which sold for a combined value of more than \$200 million and is the author of four books including the New York Times bestsellers, *Disciplined Dreaming* and *The Road to Reinvention*. He has invested in and/or mentored more than 100 startups and is the founding partner of Detroit Venture Partners.

Today, Josh serves as chairman and co-founder of Platypus Labs — an innovation research, training, and consulting firm. He has twice been named the Ernst & Young Entrepreneur of the Year and is a recipient of the Presidential Champion of Change Award.

Josh is also a passionate Detroit native, father of four, a professional-level jazz guitarist, and has a slightly odd obsession for greasy pizza.

11:30 A.M. – 12:30 P.M.

PRODUCT THEATER

HPV AND HEAD AND NECK CANCERS: DO YOU KNOW THE FACTS?

Presented by Merck

Room E219-AB

- Describe hepatitis A disease burden and outbreaks in the United States.
- Discuss an unmet need among U.S. adults and populations at increased risk of becoming infected with hepatitis A.
- Review hepatitis A CDC recommendations and strategies for at-risk groups.

Speaker: Jonathan G. Marquess, PharmD, CDE, FAPhA, community pharmacy owner and president/CEO of The Institute for Wellness and Education

11:30 A.M. – 12:30 P.M.

PRODUCT THEATER

NOT IF, BUT HOW: SCALABLE COMPLIANCE PACKAGING FOR THE VIABILITY OF INDEPENDENT PHARMACY

Presented by Parata/Cardinal

Room E219-CD

As models for care delivery evolve more rapidly than ever before, pharmacies must be ready to scale and augment their operations to remain competitive. Compliance packaging programs can be one of the most effective ways to gain and retain new customers, while solidifying your bottom line and allowing pharmacists to act as frontline providers. Join moderator Troy Trygstad, executive director of CPESN with Lindsay Dymowski, PharmD, co-founder of Centennial Pharmacy Services, and Catherine Ronalder, pharmacy operations manager at Cardinal Health, for an informative lunch where you'll learn the benefits of compliance packaging in-house versus utilizing a central fill model, and identify what solution is best for your pharmacy.

Speakers: Troy Trygstad, executive director, CPESN; Lyndsay Dymowski, PharmD, co-founder, Centennial Pharmacy Services; Catherine Ronalder, pharmacy operations manager, Cardinal Health

11:30 A.M. – 12:30 P.M.

PRODUCT THEATER

REVITALIZE YOUR BUSINESS AS PATIENT DEMAND FOR CBD INCREASES

Presented by Fourth Power Labs

Richardson Ballroom C

Patients are asking about CBD; are you confident that you have the education and products to meet their needs? The CBD industry is evolving at a rapid pace, but as quickly as new brands enter the market, the quality and efficacy of products deteriorate. Join Dr. Rachna Patel, a world recognized cannabis medical expert, published author of *The CBD Oil Solution*, highly sought after speaker, and chief medical adviser for industry leader Fourth Power Labs, and Erik Tosh, DPH, vice president of scientific & clinical operations at Fourth Power Labs, for an in-depth session showing you how to navigate through the noise and effectively identify and recommend the proper solution to support your patients' wellness goals.

Speakers: Dr. Rachna Patel, chief medical adviser, Fourth Power Labs; Erik Tosh, DPH, vice president of scientific & clinical operations, Fourth Power Labs; Greg Lake, CEO and co-founder, Fourth Power Labs

11:30 A.M. – 1:30 P.M.

STUDENT PHARMACIST PROGRAM

**BUSINESS FOR SUCCESS
STUDENT LUNCHEON**

*Sponsored by AmerisourceBergen
Richardson Ballroom D*

Learn from financial lenders and business coaches the steps you need to take to become a successful entrepreneur in independent pharmacy, as well as insight into keeping your personal finances and credit in check.

Speakers: AmerisourceBergen pharmacy ownership team

**12:30 – 4 P.M.
NCPA EXPO OPEN**

Exhibit Hall A-BI

(Expo Reception 3 – 4 p.m. –
*sponsored by Redsail
Technologies*)

12:45 – 2:45 P.M.

STUDENT PHARMACIST PROGRAM

**COMMUNITY PHARMACY
RESIDENCY SHOWCASE**
NCPA Expo – Exhibit Hall A-BI

A can't-miss event for students looking for post-graduate programs in community pharmacy or pharmacy teams looking to start their own residency. Network with leaders and current residents from community pharmacy, pharmacy ownership, and association management programs nationwide.

2:15 – 3:45 P.M.

**INNOVATIONS IN COMMUNITY
PRACTICE POSTER SYMPOSIUM**
NCPA Expo – Exhibit Hall A-BI

The poster symposium serves as an opportunity for NCPA members, students, recent graduates, and residents to present research or a service beneficial to the profession of community pharmacy. Through peer-to-peer interactions, learn about unique and innovative opportunities for moving the practice of pharmacy forward.

3:30 – 4:30 P.M.

BUSINESS EDUCATION

**NEW DRUGS AND CLINICAL
PEARLS 2021**

Richardson Ballroom A

A breakthrough insulin biosimilar, COVID-19 vaccines and treatments, and new chronic therapies – 2021 has not been short on clinical advances. Get the latest on new medications you are likely to see prescriptions for in the coming months as well as a comparison to current treatment modalities. We will cover indications for use, routes of administration, and associated precautions relevant to community practice. Get a crash course on new drug therapeutics and counseling pearls to help your patients.

Speaker: Nicole Pezzino, PharmD, BCACP, CDCES,
associate professor, Wilkes University

Pharmacist Learning Objectives:

1. Discuss the indications and routes of administration of new drugs seen primarily in the community setting.
2. Describe the important pharmacokinetic properties and the unique characteristics of new drugs.
3. Compare new drugs to the older therapeutic agents to which they are most similar in activity.

Pharmacy Technician Learning Objectives:

1. List new drugs and indications.
2. Describe the unique characteristics of new drugs.
3. Compare new drugs to the older therapeutic agents to which they are most similar in activity.

ACPE UAN: 0207-0000-21-621-L01-P/T
1 contact hours (0.1 CEUs)

Activity Type: Knowledge-Based

4 – 5:30 P.M.

**NCPA FOUNDATION
AWARDS CEREMONY**
Richardson Ballroom B

Be sure to join your fellow students at the NCPA Foundation Awards ceremony and cheer them on as we celebrate the 2021 NCPA Foundation scholarship winners, as well as the 2021 Outstanding Faculty Liaison and the 2021 Preceptor of the Year. We will also recognize the NCPA Student Chapter of the Year and the Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition finalists.

4:45 – 5:45 P.M.

BUSINESS EDUCATION

BUILDING YOUR ONLINE PRESENCE

Richardson Ballroom A

With the average American spending more than five hours a day on their smartphone, having a robust online marketing strategy that includes a professional website, social media plan, and targeted marketing is critical. Reach younger generations through targeted marketing, set up an online shop for your front-end products, and develop a marketing strategy to future-proof your business.

Pharmacist and Pharmacy Learning Technician Objectives:

1. Outline best practices for a community-based pharmacy website.
2. Compare and contrast common social media platforms for generating an online presence.
3. Summarize marketing strategies for engaging your community with your online brand.

ACPE UAN: 0207-0000-21-622-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

5 – 6 P.M.

NCPA CORPORATE MEMBER RECEPTION (INVITATION ONLY)

Room E217

Quick Consults

LIVE

NCPA EXPO ON SUNDAY – OCT. 10

New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you've been looking for to elevate your business! Each session is only 30 minutes, so you'll have plenty of time to join and explore the Expo.

1:30 – 2 P.M.

PERSONAL FINANCE FOR PHARMACISTS

Area B

Have student loans or just want to take an inventory of your personal finances? Learn tips on how to optimize your financials from an expert.

3 – 3:30 P.M.

PHARMACY FINANCING: THE RIGHT CAPITAL AT THE RIGHT TIME

Area A

The business of pharmacy and its capital needs have changed, forcing pharmacy owners as well as lenders to adapt. Live Oak Bank has continued to evolve with the changing industry, providing new financial solutions to meet the emerging needs of pharmacy owners. Join Live Oak Bank's Quick Consult LIVE to understand the pathway to attaining the right capital at the right time.

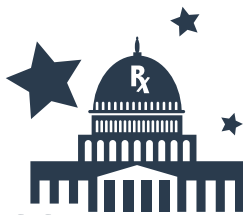
Presented by Live Oak Bank

2:30 – 3 P.M.

THE FRESH MARKET PHARMACY

Area B

Hear how one pharmacy owner, working with a local nonprofit, formed a partnership with local farms that has led to new revenue for his business. Offering fresh produce within his pharmacy has brought both health and profit and is allowing him to serve his community in a new and diverse way.



2022 CONGRESSIONAL PHARMACY FLY-IN

LIVE, IMPORTANT, AND EFFECTIVE.

Join your peers as we make our voices heard on Capitol Hill to discuss issues that affect your business. Your in-person meetings make a lasting impression on lawmakers about the importance of access to community pharmacy care to combat public health emergencies and other healthcare threats.

April 27-28, 2022

Alexandria, Va. / Washington, D.C.

MONDAY, OCTOBER 11

Please note: All events will be held at the Charlotte Convention Center unless otherwise designated.

7 a.m. – 6 p.m.	REGISTRATION	Ground Level – Concourse A
7:30 – 8 a.m.	Business Education	
	• Take 5!	Richardson Ballroom A
7:30 – 9:15 a.m.	Breakfast Program	
	• Taking Your Compounding to the Next Level (<i>Presented by PCCA</i>)	Room E219-AB
8:15 – 9:15 a.m.	Business Education	
	• NCPA Legal Wins and Leading the Charge on PBM Policing in the States	Richardson Ballroom A
	• Pharmacy Trends and Leveraging the Disruption	Richardson Ballroom B
	• Front-End Product Opportunities (Non-CE): Part I	Richardson Ballroom C
9:30 – 11:30 a.m.	SECOND GENERAL SESSION (<i>Sponsored by PioneerRx</i>)	Crown Ballroom
11:30 a.m. – 12:30 p.m.	Product Theaters	
	• Helping to Protect At-Risk and Minority Communities Against Pneumococcal Disease (<i>Presented by Merck</i>)	Room E219-AB
11:30 a.m. – 3:30 p.m.	NCPA Expo (Buffet Lunch served 11:30 a.m. – 1:30 p.m.)	Exhibit Hall A-B1
1:30 – 2:30 p.m.	NCPA Nominations Committee Meeting	Room E212-CD
2:30 – 3:30 p.m.	NCPA Resolutions Committee Meeting	Room E212-CD
3:30 – 4:30 p.m.	Business Education	
	• Opioid-Related Services: Real-life Strategies for Incorporating into Workflow	Richardson Ballroom A
4:45 – 5:45 p.m.	Business Education	
	• Emergency Preparedness: What You Need to Know and Hope You Never Need	Richardson Ballroom A
6 – 7 p.m.	PAC Reception	Westin Hotel – JP Charlotte Restaurant
7 – 9:30 p.m.	The Pit Stop Dinner & Party (all attendees invited) (<i>Sponsored by American Pharmacies, WSPC, and Gerimed</i>)	Westin Hotel – Grand Ballroom CD

FOR FULL CE DETAILS, PLEASE VISIT WWW.NCPA.ORG/LEARN AND CLICK ON THE CONVENTION TAB.

MONDAY

MONDAY, OCTOBER 11

CONTINUING EDUCATION PROGRAMS
MONDAY, OCTOBER 11

Please allow up to 1 month for your CE credit to appear within the CE monitor.

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7:30 – 8 a.m.	
Course	Code
<input type="checkbox"/> Take 5!	

8:15 – 9:15 a.m.	
Course	Code
<input type="checkbox"/> Pharmacy Trends and Leveraging the Disruption	
<input type="checkbox"/> NCPA Legal Wins and Leading the Charge on PBM Policing in the States	

3:30 – 4:30 p.m.	
Course	Code
<input type="checkbox"/> Opioid-Related Services: Real-life Strategies for Incorporating into Workflow	

4:45 – 5:45 p.m.	
Course	Code
<input type="checkbox"/> Emergency Preparedness: What You Need to Know and Hope You Never Need	

Need help? Visit CE Central outside of Richardson A and B Ballrooms or visit www.ncpa.org/cesupport.

CLAIM CE

MONDAY, OCTOBER 11

PLEASE NOTE THAT ALL EVENTS WILL BE HELD AT THE CHARLOTTE CONVENTION CENTER UNLESS OTHERWISE DESIGNATED.

7 A.M. – 6 P.M.

NCPA REGISTRATION

Ground Level – Concourse A

7:30 – 8 A.M.

BUSINESS EDUCATION

TAKE 5!

Richardson Ballroom A

Join us for our final round of Take 5 sharing at this year's Convention. Your peers will have five minutes to share something that is working well for them, and you will have ten minutes to ask questions about it. There's plenty of time at the NCPA 2021 Annual Convention for further one-on-one dialogue to follow up and learn more from each other.

Pharmacist and Pharmacy Technician Learning Objectives:

- List two innovations for community pharmacy businesses.

ACPE UAN: 0207-0000-21-623-L04-P/T
0.5 contact hour (0.05 CEU)

Activity Type: Knowledge-Based

7:30 – 9:15 A.M.

BREAKFAST PROGRAM

TAKING YOUR COMPOUNDING TO THE NEXT LEVEL

Presented by PCCA

E219-AB

Are you considering adding compounding to your pharmacy? Are you looking to grow the compounding segment of your current business? If so, join PCCA for this morning breakfast program and discover what's happening now in compounding and where compounding is headed. Learn what revenues you may be leaving on the table and why prescribers are turning to compounding pharmacists for new medication treatment options for their patients. During this session you will also hear how independent pharmacy owners have come to rely on PCCA for so much more than chemicals and equipment. The speakers will discuss how you can be more profitable, how to take advantage of PCCA's resources, and how to easily access formulas, marketing tools, and clinical services.

Speakers: Erin Michael, CPhT, MBA; Bryan Prescott, PharmD, MBA; Sara Hover, RPh, FAARM

8:15 – 9:15 A.M.

BUSINESS EDUCATION

NCPA LEGAL WINS AND LEADING THE CHARGE ON PBM POLICING IN THE STATES

Richardson Ballroom A

More than 100 bills targeting PBMs have been introduced across the country this year, and now, pressure on PBMs is mounting, with more and more states aiming to expose the middlemen's secretive business practices. States are recognizing that PBMs have been shapeshifting and avoiding any oversight, and the Supreme Court decision in *Rutledge v. PCMA* removed any uncertainty about a state's authority to regulate PBMs. We've pulled together two state experts to review what does and does not work for regulating PBMs and the role of key accountability partners such as insurance commissioners in enforcing the law. You'll walk away with a solid understanding of the current state PBM landscape and easy-to-implement steps for advocating for your business.

Speakers: Rob T. Smith, partner, Katten Muchin Rosenman LLP; Matt Walker, executive director, West Virginia Independent Pharmacy Association

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss the impact of legal decisions on a state's ability to regulate PBMs, including the Supreme Court decision in *Rutledge vs. PCMA* and pending federal cases in North Dakota and Oklahoma.
2. Discuss PBM regulations for your state to adopt that have the farthest reach across health plans and the impact of the laws on pharmacy practice.
3. Describe the authority of your state's respective department of insurance (or equivalent) over enforcing laws for ERISA plans and how you can hold them accountable.

ACPE UAN: 0207-0000-21-625-L03-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

8:15 – 9:15 A.M.

BUSINESS EDUCATION

PHARMACY TRENDS AND LEVERAGING THE DISRUPTION

Richardson Ballroom B

Take a step back, maybe two, and join this session for a 50,000-foot view of the prescription drug marketplace. Industry expert Doug Long of IQVIA will share the top trends to consider as you set your pharmacy's vision for the future. You'll learn where the market is headed and what you can do to not be left behind.

Speaker: Doug Long, vice president of industry relations, IQVIA

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss trends in drug spending and development.
2. Describe the impact of COVID and recent mergers and acquisitions on outpatient prescriptions.
3. Identify opportunities for you to capitalize on trends in the changing market.

ACPE UAN: 0207-0000-21-624-L01-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

8:15 – 9:15 A.M.

BUSINESS EDUCATION

FRONT-END PRODUCT OPPORTUNITIES (NON-CE): PART I

Richardson Ballroom C

Hear about products that can differentiate your pharmacy, meet consumer needs, and provide a gross margin worthy of your investment. A great way to find vendors you will want to visit on the Expo floor!

Speakers: Gabe Trahan, senior director of operations and marketing, NCPA

9:30 – 11:30 A.M.

SECOND GENERAL SESSION

Sponsored by PioneerRx

Crown Ballroom

Highlights of the Second General Session include a state of the association address by NCPA CEO B. Douglas Hoey and a keynote address from Betsy Allen-Manning.

BETSY ALLEN-MANNING

KEYNOTE SPEAKER



Do you want to know the No. 1 skill that determines 85 percent of your success in life? If your answer is yes, you have to listen to what Betsy Allen-Manning has to say during her keynote address at the NCPA 2021 Annual Convention.

Featured on FOX, CBS, NBC, ABC, and TEDx, Betsy is the founder of **Motivate YOU Enterprises**, and is a best-selling author, with three published books and two more on the way.

She's a former manager of five-star hotels, and with her expertise in human behavior, Betsy has trained more than 7,500 leaders and teams from small businesses to multi-billion dollar corporations, such as Toshiba, BMW, Six Flags, and the U.S. Department of Defense.

11:30 A.M. – 12:30 P.M.

PRODUCT THEATER

HELPING TO PROTECT AT-RISK AND MINORITY COMMUNITIES AGAINST PNEUMOCOCCAL DISEASE

Presented by Merck

Room E219-AB

- Improve understanding of social determinants of health and impact on U.S. adults.
- Recognize the burden of pneumococcal disease in minority communities.
- Highlight strategies to help reduce pneumococcal disease burden.

Speaker: Jonathan G. Marquess, PharmD, CDE, FAPhA, community pharmacy owner and president/CEO of The Institute for Wellness and Education

11:30 A.M. – 3:30 P.M.

NCPA EXPO EXHIBIT HALL A-BI

(Buffet lunch served from 11:30 a.m. – 1:30 p.m.)

1:30 – 2:30 P.M.

NCPA NOMINATIONS COMMITTEE MEETING

Room E212-CD

2:30 – 3:30 P.M.

NCPA RESOLUTIONS COMMITTEE MEETING

Room E212-CD

3:30 – 4:30 P.M.

BUSINESS EDUCATION

**OPIOID-RELATED SERVICES:
REAL-LIFE STRATEGIES FOR
INCORPORATING INTO
WORKFLOW**

Richardson Ballroom A

Following the rise in unemployment associated with the COVID-19 pandemic and a tumultuous emotional climate, now more than ever patients are at risk for developing opioid dependency or relapsing. Hear from a pharmacy owner that has taken practical yet necessary steps to combat abuse when dispensing opioid prescriptions and walk away with best practices for adapting these workflow processes in your own pharmacy.

Speaker: Joe Moose, PharmD, owner, Moose Pharmacies

Pharmacist and Pharmacy Technician Learning Objectives:

1. Review the standards of care for treating a patient who is prescribed opioids.
2. Discuss tools and workflow innovations for incorporating opioid enhanced services into your pharmacy's workflow.
3. Review examples of patient interactions and documentation during an opioid encounter.

ACPE UAN: 0207-0000-21-626-L08-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

4:45 – 5:45 P.M.

BUSINESS EDUCATION

**EMERGENCY PREPAREDNESS:
WHAT YOU NEED TO KNOW
AND HOPE YOU NEVER NEED**

Richardson Ballroom A

The last 18 months have been a whirlwind for your pharmacy, staff, and community as a whole. Your community has persevered, learning, growing, and fighting to overcome some of the hardest times in recent history. As we look towards the future, we will discuss what you need to do now to prepare for the next emergency and how you can build upon lessons learned from the COVID-19 pandemic.

Speakers: CAPT Edward Stein, PharmD, MPH, DipACLM, United States Public Health Services

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss the fundamental components of emergency and pandemic preparedness.
2. Describe measures your staff can take today to be prepared for the next emergency.
3. Discuss strategies implemented during the COVID-19 pandemic that should be adopted for future emergency situations.

ACPE UAN: 0207-9999-21-627-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

This program was created in collaboration with Auburn University and is supported by the Centers for Disease Control and Prevention of the U.S. Department of Health and Human Services as part of a financial assistance award totaling \$119,847 with 100 percent funded by CDC/HHS. The contents are those of the author(s) and do not necessarily represent the official view of, nor an endorsement, by CDC/HHS, or the U.S. government.

6 – 7 P.M.

PAC RECEPTION

**Westin Hotel – JP Charlotte
Restaurant**

7 – 9:30 P.M.

**THE PIT STOP DINNER & PARTY
(ALL ATTENDEES INVITED)**

*Sponsored by American Pharmacies,
WSPC, and Gerimed*

**Westin Hotel –
Grand Ballroom CD**

Quick CONSULTS LIVE

NCPA EXPO ON MONDAY – OCT. 11

New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you've been looking for to elevate your business! Each session is only 30 minutes, so you'll have plenty of time to join and explore the Expo.

NOON – 12:30 P.M.

THE BIG SWITCH: WHAT INTERCHANGEABLE BIOSIMILARS COULD MEAN FOR PHARMACIES AND PATIENTS

Area A

Biosimilars, biologic products that are highly similar to already FDA-approved reference biologics, are poised to continue bringing cost savings to some of the most costly and critical treatment options for patients across multiple therapeutic areas. The U.S. biosimilars landscape has evolved significantly over the past few years, and this year will prove to be no different as the first retail, and interchangeable, biosimilars are anticipated to hit the market, starting with insulins. This session will provide a deep dive on the biosimilars approval pathway, key regulatory terms and implications for retail pharmacies, as well as various clinical, operational, and financial considerations for biosimilar utilization.

Presented by Cardinal Health

12:30 – 1 P.M.

POINT OF CARE TESTING IN COMMUNITY PHARMACY

Area B

Community pharmacy can be a primary provider of point of care tests for Strep, Influenza, SARS (Covid 19), and Lyme Disease. With the ongoing need for Covid testing, community pharmacy is uniquely positioned to provide testing, especially with the reduction of government sponsored test sites. It also allows the pharmacist to increase their clinical offerings as well as provide a profitable addition to pharmacy practice. Join us for an interactive and informative session to learn how to move your pharmacy forward to provide Point of Care Testing.

Presented by Quidel Corp.

1 – 1:30 P.M.

Q&A WITH NCPA INNOVATION CENTER/CPESN COMMUNITY PHARMACY FELLOWS

Area A

Graduates of the inaugural NCPA Innovation Center/CPESN Community Pharmacy Fellowship have spearheaded profitable programs that have transformed their pharmacy.

Learn about their capstone projects, their fellowship experience, and how you or a team member can get enrolled in next year's class.

1:30 – 2 P.M.

ADDING AN ONLINE SHOP TO YOUR WEBSITE

Area B

In today's convenience-driven marketplace, offering your unique and hard-to-find front-end products through your website keeps the sale with you. Get tips on how to set up an online purchasing system, what to avoid, and profit pearls.

2 – 2:30 P.M.

TIPS FOR "SELLING" HEALTH

Area A

Your pharmacy is a trusted source for health information for your patients. When you recommend pharmacy services or over-the-counter products, you're helping the patient and your business. Get tips for stepping out of your comfort zone and sell health.

2:30 – 3 P.M.

MEDICAL BILLING

Area B

The nuances of medical billing, vaccines and beyond can be daunting. Join our speaker to learn tips, tricks and best practices of vaccines and medical billing plus a Q&A.

3 – 3:30 P.M.

POINT-OF-CARE TESTING BASICS

Area A

COVID-19 testing brought point-of-care to thousands of stores. What other tests can you provide, and how can you get started? We're reviewing opportunities to expand your point-of-care service, test and treat, and best practices.

TUESDAY, OCTOBER 12

Please note: All events will be held at the Charlotte Convention Center unless otherwise designated.

7:30 a.m. – 3 p.m.	REGISTRATION	Ground Level – Concourse A
8 – 9:30 a.m.	NCPA House of Delegates	Richardson Ballroom B
9:30 a.m. – 1 p.m.	NCPA Expo Open (Buffet Lunch served 11 a.m. – 1 p.m.)	Exhibit Hall A-B1
10:45 – 11:45 a.m.	Business Education	
	• Disruptive Leadership: Coaching Your Team in the New Era of Uncertainty	Richardson Ballroom A
1:15 – 2:15 p.m.	Business Education	
	• The Future of the Front End	Richardson Ballroom A
	• The 3 Audit Triggers You Can't Afford to Miss	Richardson Ballroom B
1:15 – 6 p.m.	Specialty Pharmacy Summit: Demystifying Specialty's Role in Community Pharmacy (Non-CE)	Room E219-CD
2:30 – 3:30 p.m.	Business Education	
	• Demystifying Concierge: The Pharmacist Will See You Now	Richardson Ballroom A
	• Precepting Pearls: Tools for Building a Win-Win Rotation Experience	Richardson Ballroom B
3:45 – 4:45 p.m.	Business Education	
	• From Vaccination to Valued Customer Richardson	Richardson Ballroom A

FOR FULL CE DETAILS, PLEASE VISIT WWW.NCPA.ORG/LEARN AND CLICK ON THE CONVENTION TAB.

TUESDAY

CONTINUING EDUCATION PROGRAMS
TUESDAY, OCTOBER 12

Please allow up to 1 month for your CE credit to appear within the CE monitor.

NEW THIS YEAR: Each CE session has a unique attendance code that will be required to claim CE credit. Use the below table to keep track of the attendance codes for the sessions you attended. Continuing education claiming instructions are on page 10.

8 - 9:30 a.m.	
Course	Code
<input type="checkbox"/> 2021 NCPA House of Delegates	
10:45 - 11:45 a.m.	
Course	Code
<input type="checkbox"/> Disruptive Leadership: Coaching Your Team in the New Era of Uncertainty	
1:15 - 2:15 p.m.	
Course	Code
<input type="checkbox"/> The 3 Audit Triggers You Can't Afford to Miss	
<input type="checkbox"/> The Future of the Front End	
2:30 - 3:30 p.m.	
Course	Code
<input type="checkbox"/> Demystifying Concierge: The Pharmacist Will See You Now	
<input type="checkbox"/> Precepting Pearls: Tools for Building a Win-Win Rotation Experience	
3:45 - 4:45 p.m.	
Course	Code
<input type="checkbox"/> From Vaccination to Valued Customer	

Need help? Visit CE Central outside of Richardson A and B Ballrooms or visit www.ncpa.org/cesupport.

CLAIM CE

TUESDAY, OCTOBER 12

PLEASE NOTE THAT ALL EVENTS WILL BE HELD AT THE CHARLOTTE CONVENTION CENTER UNLESS OTHERWISE DESIGNATED.

7 A.M. – 3 P.M.

NCPA REGISTRATION

Ground Level – Concourse A

8 – 9:30 A.M.

2021 NCPA HOUSE OF DELEGATES

Richardson Ballroom B

The NCPA House of Delegates is the policy-making body of the association. Resolutions on issues related to independent community pharmacy are brought before the delegation for consideration during the session. Resolutions that are adopted as official NCPA policy serve as the focal point for the association's advocacy and education efforts.

Speakers: Brian Caswell, RPh, president, NCPA;
Panel of NCPA steering committee chairs

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss proposed policies and the potential impact on community pharmacy.
2. Discuss viewpoints expressed in the final ratification of priorities to become association policy.
3. Describe the direction identified for the association's coming year.

ACPE UAN: 0207-0000-21-628-L04-P/T
1.5 contact hour (0.15 CEU)

Activity Type: Knowledge-Based

9:30 A.M. – 1 P.M.

NCPA EXPO

EXHIBIT HALL A-BI

(Buffet lunch served from 11 a.m. – 1 p.m.)

10:45 – 11:45 A.M.

BUSINESS EDUCATION

DISRUPTIVE LEADERSHIP: COACHING YOUR TEAM IN THE NEW ERA OF UNCERTAINTY

Richardson Ballroom A

Don't miss this unique conversation as pharmacy owner and business coach Travis Wolff teaches key team engagement principles and interviews pharmacists from across the nation about how they applied those principles this past year. You'll hear from:

- Jen Palazzolo, owner of Flatirons Family Pharmacy (Colorado), on designing an employee bonus system that works.

- Tim Mitchell, owner of Mitchell's Drug (Missouri), on how he engaged his team across three different locations to a novel central fill model creating six figures in cash flow in just four months.
- Amina Abubakar, owner of Avant Pharmacy and Wellness (North Carolina), on management and behavioral concepts to empower key leaders to create a culture that defends itself across your entire organization.

Speakers: Travis Wolff, PharmD, BCACP, owner, Med-World Pharmacy and Apothecary Pharmacy; Jen Palazzolo, owner, Flatirons Family Pharmacy; Tim Mitchell, owner, Mitchell's Drug; Amina Abubakar, owner, Avant Pharmacy and Wellness

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss how to engage your entire team by designing a bonus structure that incentivizes specific daily workflow actions and drives results.
2. Discuss new concepts on authentic leadership and how to apply them to your personal team dynamics no matter who you are or where you come from.
3. Apply strategies to empower key leaders to create a culture that defends itself across your entire organization.

ACPE UAN: 0207-0000-21-629-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

1:15 – 2:15 P.M.

BUSINESS EDUCATION

THE 3 AUDIT TRIGGERS YOU CAN'T AFFORD TO MISS

Richardson Ballroom B

Relaxed requirements during the COVID-19 pandemic made it safer for you and your patients, but it also brought new audit risks you and your team must recognize and act upon. One simple mistake or omission can cost you thousands. From the order entry technician to the pharmacy manager, everyone has a role to play in protecting your bottom line. Get a global look at the most common audit triggers and a tactical approach to how to address and prevent each trigger in your pharmacy's workflow.

Speaker: Trent Thiede, PharmD, MBA, president, PAAS National

Pharmacist Learning Objectives:

1. Discuss COVID-19 impact on audits, including administration and off-label treatments.
2. Learn the importance of acquiring drugs (and diabetic testing supplies) from appropriate sources.
3. Develop operational strategies and policies to reduce audit risk and recoupments.

Pharmacy Technician Learning Objectives:

1. Identify common pitfalls with prescription requirements.
2. Learn common audit discrepancies.
3. Develop strategies to manage plan limits (rejections) appropriately.

ACPE UAN: 0207-0000-21-630-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

1:15 – 2:15 P.M.

BUSINESS EDUCATION

THE FUTURE OF THE FRONT END

Richardson Ballroom A

It's time for a new front end.

Your services, your staff, and your unique product offerings make you stand out from your big-box competitors. It's time the front end of your pharmacy showcased your strengths. With a focus on pharmacist-led clinical services, NCPA front-end specialist Gabe Trahan takes a fresh look at the ideal community pharmacy front end. Walk away from this program with innovative ways to utilize fixtures and signage to promote your valuable services. Explore the benefits of featuring hard to find, high profit, premium-line OTC products. Plus, find out how to make space for a dedicated patient counseling room in your existing floor plan (and do it on a budget).

Speaker: Gabe Trahan, senior director of operations and marketing, NCPA

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss signage and cross-merchandising opportunities for connecting patients with pharmacy services.
2. List unique product categories you should consider to meet specific patient needs.
3. Review the steps needed for setting up a patient counseling room in an existing floor plan.

ACPE UAN: 0207-0000-21-631-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

2:30 – 3:30 P.M.

BUSINESS EDUCATION

DEMYSTIFYING CONCIERGE: THE PHARMACIST WILL SEE YOU NOW

Richardson Ballroom A

Personalized, recurring cash revenue models are one way to diversify your profits and offset losses from the PBM model. In the wake of COVID, pharmacy owner Josh Rimany expanded his health strategy appointment-based business to a high value, personalized membership-based program. He focuses on cognitive care, meal planning, supplements, and compounding to create a health plan for each of his enrolled patients. Taking a simple approach to care, Josh is here to explain the pillars of his approach and how you can implement a similar program in your business.

Speaker: Josh Rimany, RPh, FACA, owner, Dilworth Drug and Wellness Center

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss the framework for a membership-based model of care for your pharmacy.
2. Discuss simple and effective value-added services to personalize a patient's health and wellness experience.
3. Discuss and establish a process for incorporating various cash-based models of care directly into existing pharmacy workflow.
4. Discuss the value of the group-based model of care to allow for scalable growth, improved patient outcomes, and sustainability for long-term success.

ACPE UAN: 0207-0000-21-632-L04-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

SPECIALTY PHARMACY SUMMIT

1:15 – 6:00 P.M.

1:15 – 6:00 P.M.

DEMYSTIFYING SPECIALTY'S ROLE IN COMMUNITY PHARMACY (NON-CE)

Room E219-CD

Specialty pharmaceuticals are one of the fastest growing classes of medications. With specialty medications predicted to make up nearly 60 percent of total drug spend by 2025, there is tremendous opportunity for community pharmacy to grab a slice of that pie. However, it seems like many owners cringe at the prospect

of adding specialty pharmacy as a component of their business, citing escalating inventory costs, onerous accreditation requirements, network access constraints and uncertainty around reimbursement. This summit was developed to demystify those concerns and provide step-by-step approaches to entering the specialty space without feeling like you are getting in over your head.

Discussion topics:

- Current and emerging trends in specialty pharmacy.

- The difference between specialty pharmacy from specialty lite.
- Strategies for offering specialty pharmacy services without the need for accreditation.
- Approaches for developing successful relationships with manufacturers, providers, and payers.
- Available technology solutions that help manage patient monitoring, documentation, and reporting requirements.

1:15 p.m.

Current and Emerging Trends in Specialty Pharmacy (Keynote)

Speaker: Doug Long, vice president, industry relations, IQVIA

1:45 p.m.

Stepping into Specialty Pharmacy: Entry Level Specialty Lite Without Accreditation

Speaker: Mark Ey, RPh, vice president of operations, Care Pharmacies

2:15 p.m.

Working Directly with Manufacturers

Speaker: Jeremy Schafer PharmD, MBA, head of U.S. payer value strategy, UCB, Inc.

2:45 p.m.

Break

3 p.m.

Engaging Payers for Network Access

Speaker: Speaker(s) TBD Speaker(s) TBD Speaker(s) TBD Speaker(s) TBD

3:30 p.m.

Utilizing Technology Solutions

Speaker: Karen Silverblatt, RPh, vice president of business development, InovalonD

4 p.m.

Independent Specialty Pharmacy: Real Life Success Story

Speaker: Chris Antypas, PharmD, president and chief operating officer, Asti's South Hills Pharmacy

4:30 p.m.

Q&A Panel

Speaker: Previous session speakers

5 p.m.

Networking Reception
Room E218

THIS SUMMIT IS SUPPORTED BY INOVALON

2:30 – 3:30 P.M.

BUSINESS EDUCATION

PRECEPTING PEARLS: TOOLS FOR BUILDING A WIN-WIN ROTATION EXPERIENCE

Richardson Ballroom B

Student pharmacist engagement has been a common denominator for high-performing pharmacies. Providing resources specific to your pharmacy and standardizing some rotation experiences can help support and engage students while minimizing onboarding time. Our presenter uses easy-to-follow tools and resources to help students grow, engage in workflow, and meet practice goals of the pharmacy. Join us as we discuss crafting a rotation experience tailored to your situation, which will pay dividends for both you and the student pharmacists you welcome into your practice.

Speaker: Shantel Houston, PharmD, associate director of education and committee structure, NCPA

Pharmacist and Pharmacy Technician Learning Objectives:

1. List tools and resources to provide to incoming student pharmacists.
2. Discuss strategies for engaging in new pharmacy services without adding additional staff.
3. Discuss how to incorporate students into the existing pharmacy workflow.

ACPE UAN: 0207-0000-21-633-L04-P/T
1 contact hours (0.1 CEUs)

Activity Type: Knowledge-Based

3:45 – 4:45 P.M.

BUSINESS EDUCATION

FROM VACCINATION TO VALUED CUSTOMER

Richardson Ballroom A

A COVID-19 vaccine clinic may be many patients' first experience with your pharmacy. Are you making the most of vaccine clinics? Mayank Amin, the superman pharmacist, does. With a mix of community collaboration, intentional marketing, creativity, and a whole lot of dedication, Dr. Mak (as he is known by many) has garnered national attention for his large scale yet individualized vaccination clinics. He's here to show you how to convert one-time vaccinations into long-term customers. Plus, get pearls for operationalizing and executing clinics in your community that will benefit you during non-pandemic times.

Speaker: Mayank Amin (Dr. Mak), PharmD, owner, Skippack Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. Discuss ways to garner media attention and identify community partners.
2. Review branding opportunities for showcasing your pharmacy's value.
3. Discuss best practices for setting up, managing, and executing a large-scale vaccination clinic.

ACPE UAN: 0207-0000-21-634-L06-P/T
1 contact hour (0.1 CEU)

Activity Type: Knowledge-Based

Quick CONSULTS **LIVE**

NCPA EXPO ON TUESDAY – OCT. 12

New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you've been looking for to elevate your business! Each session is only 30 minutes, so you'll have plenty of time to join and explore the Expo.

10:30 – 11 A.M.

FRONT-END PRODUCT OPPORTUNITIES: PART II

Area A

Today's your last opportunity to make the most of the Expo floor, and you don't want to miss out on new products that can differentiate your pharmacy, meet consumer needs, and provide a gross margin worthy of your investment. Get great tips on how to negotiate and be an even better buyer! Continuing the conversation from Monday morning's program, Gabe is here to help. You'll walk away with a game plan to maximize your remaining few hours in the hall.

11 – 11:30 A.M.

DIABETES PREVENTION PROGRAM STARTUPS AND SUCCESSES

Area B

NCPA partnered with the CDC over the past year to implement the pharmacy staff-led National Diabetes Prevention Program in several independent pharmacies nationwide. Join our speakers to learn more about the program and how to get involved.

12:30 – 1 P.M.

COLLABORATIVE PRACTICE AGREEMENTS: START THE CONVERSATION

Area B

Get the nuts and bolts of setting up a collaborative practice agreement, key considerations, and opportunities.

EXPO

FLOOR PLAN

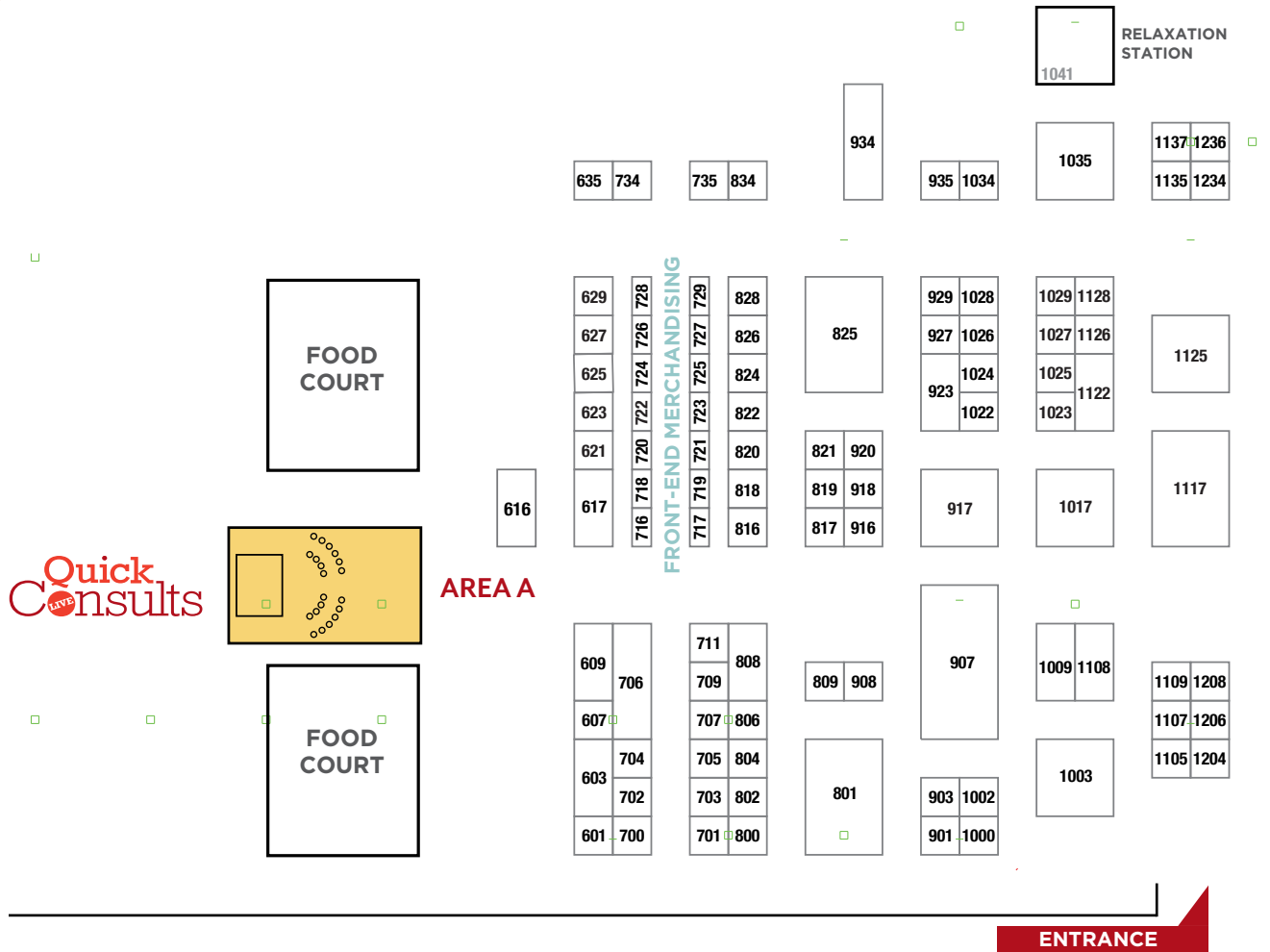


EXHIBIT HALL HOURS

SUNDAY, OCT. 10 | 12:30 - 4 p.m.
 3 - 4 p.m. Reception in Exhibit Hall
MONDAY, OCT. 11 | 11:30 a.m. - 3:30 p.m.
 11:30 a.m. - 1:30 p.m. Buffet Lunch
TUESDAY, OCT. 12 | 9:30 a.m. - 1 p.m.
 11 a.m. - 1 p.m. Buffet Lunch

RESIDENCY SHOWCASE

Back of Exhibit Hall
SUNDAY, OCT. 10 | 12:45 - 2:45 p.m.

POSTER SYMPOSIUM

Back of Exhibit Hall - behind row 1435
SUNDAY, OCT. 10 | 2:15 - 3:45 p.m.

NCPA POSTER SYMPOSIUM

1441

RESIDENCY SHOWCASE

1935

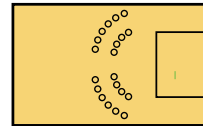
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FOOD COURT

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AREA B



Quick
LIVE
Consults

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FOOD COURT

EXHIBITOR INFORMATION

ENTRANCE

QUICK CONSULTS LIVE!

Left and right sides of Exhibit Hall

SUNDAY, OCT. 10 | 1:00 - 3:00 p.m.

MONDAY, OCT. 11 | Noon - 3:30 p.m.

TUESDAY, OCT. 12 | 10:30 a.m. - 1:00 p.m.

New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you've been looking for to elevate your business! Each session is only 30 minutes, so you'll have plenty of time to join and explore the Expo.

* DENOTES NCPA CORPORATE MEMBER
 CHECK WWW.NCPA.ORG/CONVENTION FOR THE MOST UP-TO-DATE
 EXHIBITOR INFORMATION, SCHEDULES, AND MORE.

***AAPA.....1424**

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www.aaparx.com
 AAPA is the nation's fastest growing group purchasing organization, built by pharmacists to power and advocate for your independent pharmacy.

ACCESSDX LABORATORY..... 935

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www.accessdxlab.com
 AccessDx Laboratory specializes in molecular diagnostics, evidence-based personalized medicine, and health care technology solutions.

ADVASUR.....1426

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j.shaver@advasur.com
www.advasur.com
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NCPA FOUNDATION1727

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H. L. Coshatt Co., Inc.

TECHNOLOGY

AAPA Association of Affiliated
Pharmacies
AccessDx Laboratory
Advasur
Atrium24
AXE Rx
Benchmark CBD
BestRx Pharmacy Software
BetterRX
CAIRE Diagnostics
CAM Commerce Solutions

Care Smart
CarePoint Inc.
Crocus Medical
Datarithm, LLC
Digital Pharmacist, Inc.
DOSIS Systems by Manchac
DRX Software LLC
EnlivenHealth, an Omnicell
Innovation
Euclid Medical Products
Eyecon
Inovalon
InView Analytics, Inc.
IontoPatch
Kirby Lester, Automation by Capsa
Healthcare
Liberty Software
MainPointe Pharmaceuitcals
Managed Health Care Associates,
Inc.
Medicine-On-Time, A CSS Health
Company
Micro Merchant Systems
Mobile MediClaim, Inc.
Net-Rx
OmegaQuant Analytics
OmniSYS
Parata
PatchRx
PharmCon freeCE
PharmPilot Inc.
PioneerRx
PPOK Pharmacy Providers of
Oklahoma
Prescribe Wellness, a Tabula Rosa
Healthcare
Rees Scientific
Robotik Technology
Rx Systems, Inc.
RxSafe LLC
ScriptPro
ServRx, Inc.
Signal Relief

CONTINUED ON PAGE 96

SoftWriters, Inc.
Sofyia Rx
Speed Script
SureScripts, LLC
Transaction Data Systems
UnoDose
Virtue Technologies
Vow
Yuyama USA

Smith Drug Company
South Pointe Wholesale, Inc.
Synofit North America
Thrifty White Pharmacy
Value Drug Company
VIM & VIGR Compression Legwear
Wellgistics

WHOLESALE/DISTRIBUTOR

Altium Healthcare
Anda Inc.
Aqua Sol Rx Liquid Structure CBD
Auburn Pharmaceutical
Benchmark CBD
Bonita Pharmaceuticals LLC
Capital Wholesale Drug Co.
Cardinal Health
Celeste Stein Designs, Inc.
Dietary Rx, LLC.
Dockside Partners
EzriRx, LLC
FH2 Pharma LLC
Genetco, Inc.
Independent Pharmacy
Cooperative
KeySource
Mason Vitamins, Inc.
Masters Drug Company
McKesson
Morris & Dickson Co., LLC.
Naternal
Numed Pharma
Pharmacy-Lite Packaging
PharmaDirect CBD, LLC.
Quality Care Products, LLC
Real Value Rx
RxOneShop
Scimera BioScience
Signal Relief

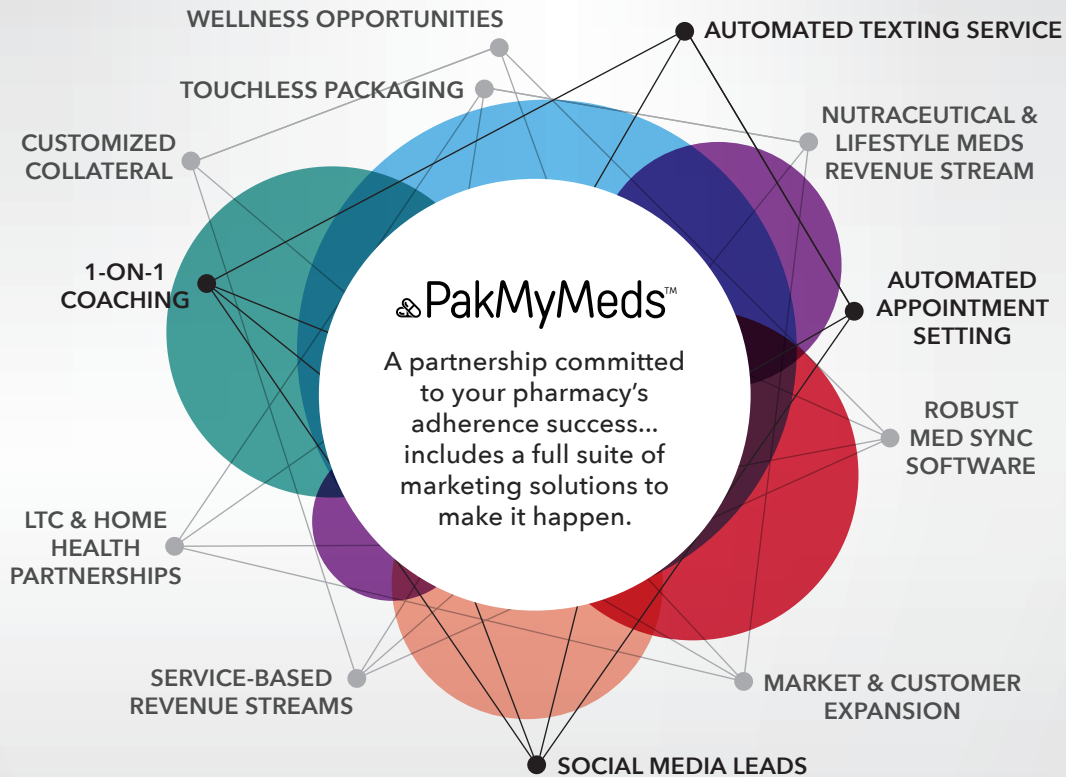
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TOGETHER
LIVE IN LAS VEGAS!

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Before we started the program, we were at 75 compliance patients, and it took us four years to reach 75 patients. Since starting the program roughly three months ago, we are now at 198 adherence packaging patients. So we have seen a huge growth.

—Jana Bennett, Owner, Medicine Shoppe, Sherman, TX



Visit us in Booth #1117 & 1217.

**NCPA 2021 Annual Convention
EXHIBITOR LISTING ADDENDUM
As of Sept. 9, 2021**

6 Degrees Collective

Booth 821
Contact: Philip Miller
Phone: (310) 866-3450
Email: p.miller@6degreescollective.com
Website: www.6degreescollective.com
Category: OTC/HBA

Attendees are invited to meet with representatives from this organization to discuss its products and services.

AHF Pharmacy

Booth 622
Contact: Ronald Weston
Phone: (407) 225-0404
Email: ronald.weston@ahf.org
Website: www.ahfpharmacy.org
Category: Pharmaceutical/ Service

Specialty Pharmacy

Alliance for Pharmacy Compounding

Booth 620
Contact: Scott Brunner
Phone: (404) 844-8607
Email: scott@a4pc.org
Website: www.a4pc.org
Category: Compounding

Attendees are invited to meet with representatives from this organization to discuss its products and services.

American BioSciences, Inc.

Booth 600
Contact: David Wales
Phone: (845) 727-0800
Email: dwales@americanbiosciences.com
Website: www.americanbiosciences.com
Category: Long-Term Care/ Natural Products

American BioSciences, Inc. makers of dietary supplements ImmPower, supports NK cell function and Metarol, supports mitochondrial function and immune regulation.

BIOLYTE

Booth 608
Contact: Kris Rhea
Phone: (865) 274-0129
Email: kris.rhea@drinkbiolyte.com
Website: www.drinkbiolyte.com
Category: OTC/HBA

BIOLYTE is the first liquid supplement that contains the same amount of electrolytes as an IV bag- that's the equivalent of drinking 6½ sports drinks.

Drug Topics Magazine

Booth 735
Contact: William Mulderry
Phone: (201) 978-2642
Email: wmulderry@mjhlifesciences.com
Website: www.drugtopics.com
Category: Service

Drug Topics is the longest standing source of news and information for community pharmacists looking for ideas/solutions to improve all aspects of their professional development.

Eisai

Booth 1428
Contact: Sean Spears
Phone: (201) 746-2802
Email: Sean_Spears@eisai.com
Website: www.eisai.com
Category: Pharmaceutical

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Everyware

Booth 623
Contact: Kevin Feagan
Phone: (312) 256-6147
Email: kfeagan@everyware.com
Website: www.everyware.com
Category: Technology

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Feelgoodz

Booth 724
Contact: Ann Davis
Phone: (888) 670-7950 x1
Email: sales@feelgoodz.com
Website: www.feelgoodz.com
Category: Natural Products/ Wholesale/ Distributor

Artisan-crafted footwear and accessories designed for everyday comfort.

First Class Returns by Delaney Associates LLC

Booth 929
Contact: Joseph Delaney
Phone: (518) 330-5296
Email: gowlf01@gmail.com
Website:
Category: Pharmaceutical/ Wholesale/Distributor

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Flash Returns LLC*

Booth 735
Contact: Jeremy Chase
Phone: (513) 246-0327
Email: jeremy@flashreturns.com
Website: www.flashreturns.com
Category: Generics/ Long-Term Care/ Pharmaceutical/ Service/ Wholesale/ Distributor

Attendees are invited to meet with representatives from this organization to discuss its products and services.

FX Chocolate / Designs for Health

Booth 724
Contact: Neal Mercado
Phone: (386) 898-2977
Email: nmercado@designsforhealth.com
Website: www.designsforhealth.com
Category: Natural Products

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Healthycell

Booth 727
Contact: Douglas Giampapa
Phone: 917-434-3657
Email: dvg@healthycell.com
Website: www.healthycell.com
Category: Natural Products/ OTC/HBA/ Technology

Healthycell is a nutrition company using patent-pending microgel technology that delivers nutrients people can absorb and results they can measure in a pill-free, enjoyable experience.

High Falls Hemp NY

Booth 727
Contact: Timothy Neumann
Phone: (845) 286-2118
Email: timn@highfallsextracts.com
Website: www.highfallshempny.com
Category: Natural Products

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Inmar Intelligence*

Booth 627
Contact: Karla Fisher
Phone: (336) 631-7650
Email: karla.fisher@inmar.com
Website: www.inmar.com
Category: Service/ Technology

From data insights at a drug's market introduction to its destruction, Inmar's Health Cloud simplifies the complex by delivering intelligent solutions that improve workflow, drive compliance, improve efficiency, and maximize profitability.

Liquid I.V.

Booth 1736
Contact: Alaina Gilbert
Phone: (602) 705-7699
Email: alaina@liquid-iv.com
Website: www.liquid-iv.com
Category: Home Health Care/ Long-Term Care/ OTC/HBA

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Mend

Booth 723
Contact: Eziah Syed
Phone: 917-488-9897
Email: Eziah@mend.me
Website: www.mend.me
Category: Diabetes/ Natural Products/ Pharmaceutical

MEND is an evidence based clinical nutrition company based in NYC. We create all natural supplements that address issues both acute and chronic, ranging from expediting the healing process from a bone fracture or surgery, to products for heart health, to products for everyday use. Our products have published double blind placebo controlled trials for final formulations, with no known adverse effects or contraindications.

Norm's Farms

Booth 1534
Contact: Ira Planer
Phone: (919) 349-0942
Email: ira@normsfarms.com
Website: www.normsfarms.com
Category: Natural Products

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Nutraceutical Corporation

Booth 602
Contact: Rick Miller
Phone: 801-647-3213
Email: rmiller@nutracorp.com
Website: www.nutraceutical.com
Category: Natural Products/ Wholesale/ Distributor

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Nutritional Brands/ NB Pure

Booth 722
Contact: Liz DeMaria
Phone: 917-273-4602
Email: liz@nbpure.com
Website: www.nbpure.com
Category: Natural Products/ OTC/HBA/ Wholesale/ Distributor

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Noritsu Pharmacy Automation

Booth 1404
Contact: Patrick Todd
Phone: (214) 402-4600
Email: patrick.todd@noritsu.com
Website: www.noritsu-rx.com
Category: Adherence/ Long-Term Care/ Pharmaceutical/ Technology

Pharmacy Automation Equipment and Pharmacy Production Control Software

ParcelShield*

Booth 1535
Contact: Sebastian Pistritto
Phone: 610-996-4525
Email: sebastianp@parcelshield.com
Website: www.parcielshield.com
Category: Service

ParcelShield deploys support services to track, communicate, and intercept critical packages to close the final mile, reduce loss, and deliver for the patient or end user.

PharmaComplete Consulting Services

Booth 621
Contact: Paul Shelton
Phone: (919) 939-1909
Email: pshelton@pharmacomplete.com
Website: www.pharmacomplete.com
Category: Long-Term Care/ Service

Founded by experienced pharmacy professionals, PharmaComplete empowers businesses to differentiate and grow by offering a full range of services tailored to the needs of the Long-Term Care Pharmacy and Community Pharmacy industry.

Pharmacy Data Management (PDMI)

Booth 625
Contact: Jeff Mihok
Phone: (330) 757-0724
Email: jmihok@pdmi.com
Website: www.pdmi.com/340b
Category: Service/ Technology

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Prescriptive Health*

Booth 1734
Contact: Paige Clark
Phone: (206) 970-1495
Email: Paige.Clark@prescriptive.com
Website: www.prescriptive.com
Category: Technology

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Primex, Inc.*

Booth 1528
Contact: Brandon Brookins
Phone: 262-249-3276
Email: bbrookins@primexinc.com
Website: www.primexinc.com
Category: Compounding/ Pharmaceutical/ Service/ Technology

Primex is a leading provider of technology that delivers solutions to automate, monitor, document, and report essential activities usually performed by the staff, to ultimately help increase compliance and safety and reduce risk. These solutions include temperature, environmental, and event monitoring, as well as time synchronization and mass communication.

Rx Delivered Now*

Booth 635
Contact: Adine Le
Phone: 415-200-7786
Email: adine@rxdeliverednow.com
Website: www.rxdeliverednow.com
Category: Service

Attendees are invited to meet with representatives from this organization to discuss its products and services.

SPS Health (LithiaRx & StatimRx)

Booth 606
Contact: Theresa Hametz
Phone: (919) 995-4882
Email: thametz@lithiarx.com
Website: www.spshealth.com

Category: Service/ Technology

SPS Health offers pharmacies, other healthcare providers, and PBMs a comprehensive portfolio of services, including formulary management, on-demand pharmacy, benefit administration, and rebate aggregation.

Teva Pharmaceuticals*

Booth 1705
Contact: Ray Pennino
Phone: 540-798-5272
Email: raymond.pennino@tevapharm.com
Website: www.tevapharm.com
Category: Pharmaceutical

Teva Pharmaceuticals is the maker of the Digihaler(R) Family of Inhalers.

Veridikal Technologies LLC

Booth 1801
Contact: Scott Nelson
Phone: (435) 452-1076
Email: scottnelson@veridikal.com
Website: www.veridikal.com
Category: Technology

Attendees are invited to meet with representatives from this organization to discuss its products and services.

Viapure

Booth 1617
Contact: Jennifer Garland
Phone: (972) 265-0420
Email: jgarland@viapure.com
Website: www.viapure.com
Category: Natural Products

Attendees are invited to meet with representatives from this organization to discuss its products and services.

WooBamboo

Booth 721
Contact: Lotus Wilson
Phone: (239) 887-5656
Email: lotus@woobamboo.com
Website: www.woobamboo.com
Category: Natural Products

Attendees are invited to meet with representatives from this organization to discuss its products and services.

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