



Sell Sheet

# PAP Recovery Navigator

PAP Recovery Navigator allows customers to utilize McKesson's premier Patient Assistance Program (PAP) technology to maximize the value PAPs bring to their organization.

**>50%**

**More than half**  
of health systems  
manage PAP in house



## Introducing McKesson's PAP Recovery Navigator

More than half of health systems manage PAP in house, revealing a need for technology-only services, and allowing McKesson to bring additional value to this market segment. Now with PAP Recovery Navigator, even customers who use competitor technology in house to manage their PAP efforts can take advantage McKesson's technology.

PAP Navigator is McKesson's new PAP technology solution that allows customers to self-manage their programs. It provides concierge-style options to improve partnerships and drive new value with increased customer interaction. The technology-driven platform identifies more opportunities for free drugs, co-pay medical devices, and charity care funds for patients. With proven workflow solutions, an emphasis on compliance, and built in productivity metrics, this new platform will help organizations maximize PAP value.

**PAP Recovery Navigator**  
identifies eligible patients

**PAP** application is  
pre-populated and faxed  
through the system

**User** receives shipment or  
copayment and applies  
account adjustments

**PAP Recovery Navigator**  
monitors/tracks billing  
adjustments



**User** can add  
patients on demand



**User** validates patient's  
eligibility and obtains  
supplementary documents  
as needed (i.e., income)



**User** coordinates shipment  
or copayment with  
manufacturer upon approval



**PAP Recovery Navigator**  
tracks shipments and  
payments



**PAP Recovery Navigator**  
documents savings and trend  
reports and maintains  
audit-ready patient files



● PAP Technology and User   ● PAP Technology   ● User

## PAP Recovery Navigator vs. Full-Service PAP Recovery offering

With McKesson's full-service PAP Recovery solution, McKesson handles all aspects of the health system's PAP program administration, including utilizing technology to identify patient opportunities, navigating the PAP guidelines and eligibility criteria, managing the enrollment process, securing the product recovery, and ensuring compliance with charge adjustment requirements. With this model, McKesson acts as a full partner, developing and managing the health system's PAP programs. This allows the health system's staff to focus on what really matters – their patients – while McKesson handles the detailed and time-consuming work of the PAP.

With PAP Recovery Navigator, customers can now utilize McKesson's technology, while still managing their overall PAP program in house. This provides customers with the flexibility to utilize McKesson's new, robust software, while also maintaining their own internal staff and processes. PAP Navigator will improve health system partnerships and help drive financial benefits to patients through increased customer engagement and value beyond cost of goods. In addition, PAP Recovery Navigator will be the first health systems solution focused on providing benefit to all essential health system service locations. Not only does the technology identify PAP opportunities, it also leverages McKesson's process efficiencies, including PAP compliance.



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