Medical Billing Software For Pharmacists

An Introduction to Billing Clinical Services

College of Pharmacy
Center for the Advancement of Pharmacy Practice

Why Medical Billing Matters

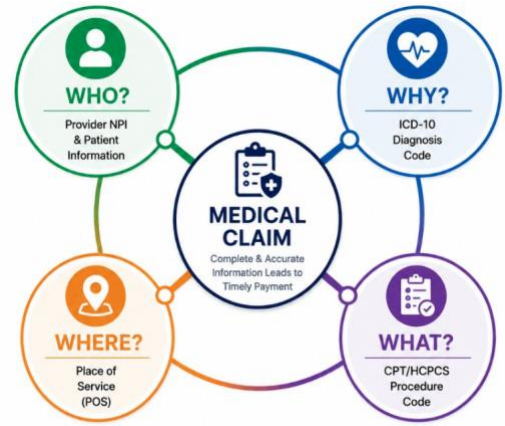
As pharmacists continue to expand their role in patient care, the ability to **obtain payment** for clinical services has become increasingly important. Kentucky's **HB 48** (2021) and **HB 3** (2026) have created new pathways for pharmacists to bill for patient care services, opening an essential opportunity for a sustainable clinical practice. **Examples of billable services include**: medication therapy management, point-of-care testing, chronic disease management, immunizations, Board Authorized Protocols, and preventive care services.

Medical Billing Workflow

Medical billing follows a series of connected steps that must be completed accurately to ensure reimbursement.

Every Medical Claim Answers Four Questions

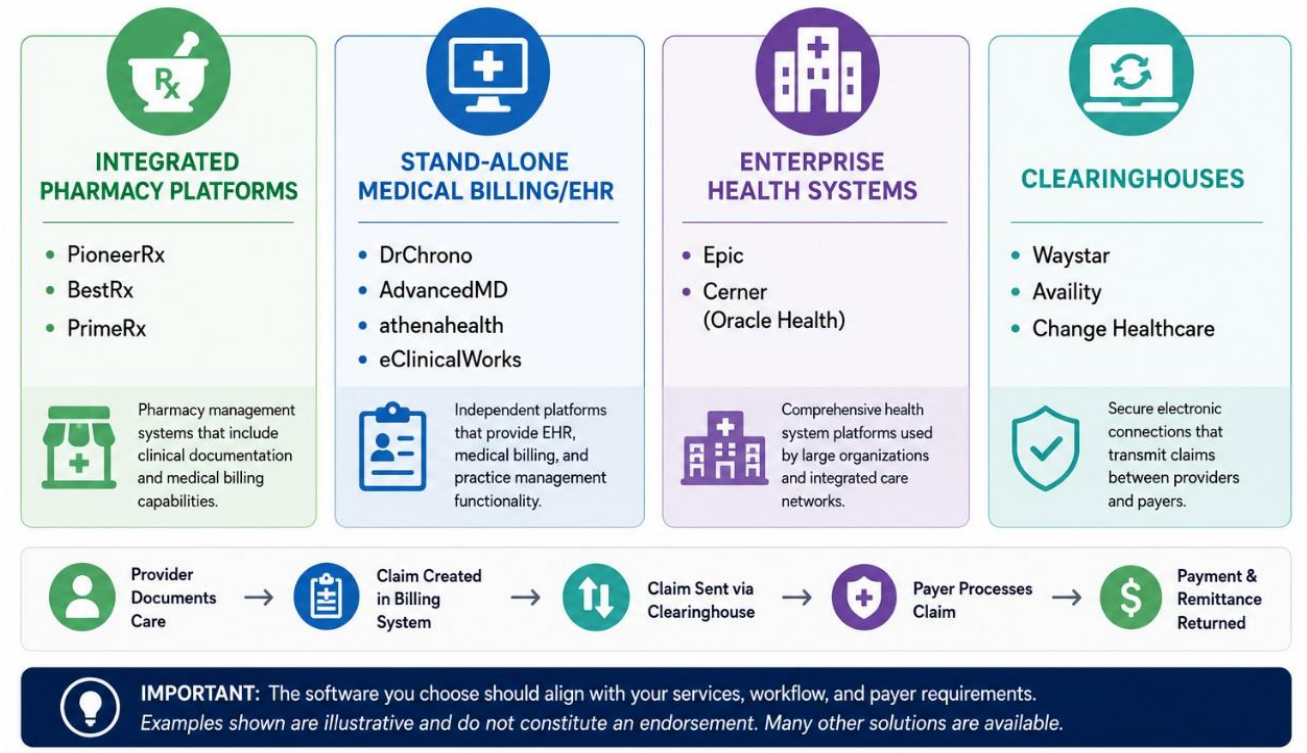
Who?	Provider NPI and patient information
Why?	ICD-10 diagnosis code
What?	CPT or HCPCS procedure code
Where?	Place of Service (POS) code



What to Look for in Medical Billing Software

Clinical Documentation	SOAP note documentation, patient assessments, care plans, clinical documentation templates
Medical Coding	ICD-10 diagnosis coding, CPT/HCPCS procedure coding, modifier coding (when applicable)
Claim Submission	Electronic claim creation, clearinghouse connectivity, claim editing and validation, electronic remittance advice (ERA), payment posting
Workflow Integration	Electronic Health Record (EHR) integration, scheduling and patient management, reporting and quality metrics, secure HIPAA-compliant data storage

Examples of Medical Billing Software



Back to Basics

Before selecting and deploying medical billing software, pharmacists should ensure they have:

- **Provider Recognition** → Confirm the payer recognizes pharmacists as providers and allows billing.
- **Contracts in Place** → Bills adjudicated without a prior contract between the provider (or organization) and the third-party payer are nearly always rejected as an out-of-network provider or paid a lower rate.
- **Data Exchange Agreement**s → Establish formal agreements for sharing patient data with other healthcare entities.
- **Credentialin**g → Be prepared to provide background information, such as academic degrees and board certifications, to payers through the software or a clearinghouse.

Questions to Ask BEFORE You Buy

- Can this software document pharmacist clinical services?
- Does it support ICD-10, CPT, and HCPCS coding?
- Will it integrate with my current pharmacy management system?
- How are claims submitted and tracked?
- What training and implementation support are included?
- Which insurance payers have successfully processed claims through this platform?
- What are the startup and ongoing costs?
- Is customer support readily available?