



# Just-In-Time (JIT) Medication Synchronization

This staff training guide focuses on **Just-In-Time (JIT) Medication Synchronization**, specifically for the 10 negotiated drugs in 2026. Because you are often “floating” the cost of these medications, the goal is for the inventory to arrive **24–48 hours** before the patient picks it up.

## The JIT Med-Sync Workflow

### STEP 1: Identify the “Top 10” Patients

Every patient taking one of the 10 negotiated drugs should be flagged in our system for “Priority Sync.”

**Staff Action:** When you see a script for Eliquis, Jardiance, Januvia, or Farxiga, check if the patient is enrolled in Med-Sync. If not, offer it as a “VIP predictable pickup” service.

### STEP 2: The “Confirmation Call” (7 Days Prior)

For these high-cost drugs, we never “blind fill.” We must confirm the patient is in need.

- **The Script:** “Hi [Patient Name], we are preparing your monthly health bundle for pickup this Friday. Have there been any changes to your medications? Will you be able to stop by on Friday to pick these up?”
- **Tech Tip:** If they say they are going on vacation or don’t need it yet, **do not order the drug.** We only order once we have a verbal “yes” for a specific date.



## The “Why” Behind the Change

In 2026, many high-cost brand name drugs (like Eliquis and Jardiance) have a “Maximum Fair Price” (MFP) that is lower than what we pay the wholesaler. We get that money back eventually through a manufacturer refund (MTF), but there is a **14-to-30-day delay**.

- **Old Way:** Order it when we run low and let it sit on the shelf.
- **2026 Way:** Use Med-Sync to time the order so we only “own” the drug for the shortest time possible.



**SCAN TO GET  
STARTED TODAY**

### STEP 3: Adjudicate Before Ordering

Never order a high-cost 2026 drug until the claim is processed through the insurance.

- **The Check:** Run the claim 48 hours before the pickup date.
- **Why?** This ensures there are no prior authorization (PA) issues or “Refill Too Soon” rejections. If the claim is rejected, we don’t order the drug, preventing thousands of dollars from sitting in our “will-call” bin.

### STEP 4: The 24-Hour Order Trigger

Once the claim is clear and the patient is confirmed, the drug is added to the wholesaler order for **next-day delivery**.

- **Timeline:** \* **Monday:** Confirmation Call & Adjudication.
  - » **Tuesday:** Order placed with wholesaler.
  - » **Wednesday:** Drug arrives, is filled, and the patient picks it up.
- **Result:** We only “floated” the cost of that drug for 24 hours instead of 2 weeks.

## Staff “Do’s and Don’ts” for 2026

DO	DON'T
<b>DO</b> prioritize Med-Sync for the “Top 10” drugs to protect our store’s cash.	<b>DON'T</b> keep “safety stock” of high-cost brands. Use JIT ordering instead.
<b>DO</b> confirm pickup dates. A “no-show” on a \$500 drug hurts our liquidity.	<b>DON'T</b> fill a high-cost script if the “Will Call” bin is already full of that patient’s meds.
<b>DO</b> check the <b>Beacon Portal</b> to confirm rebates are being processed correctly.	<b>DON'T</b> ignore rejections. A rejected claim means we won’t get the MTF refund.

### Staff Talking Point: “Why can’t I just walk in for these?”

If a patient asks why we prefer they stay on a schedule for these specific drugs, use this:

*“To make sure we always have these high-value medications ready and fresh for you exactly when you need them, we’ve moved them to a specialized ‘Reservation System.’ This ensures your medication is set aside specifically for you on your chosen day.”*

### Next Step for Management

Create a “Daily JIT & Cash Flow Tracker” sheet that your lead technician can use to monitor the IRA 10 negotiated drugs. See example below:

This tracker is designed to be the “control center” for your pharmacy’s cash flow. In 2026, every claim for a negotiated drug represents a temporary loss of capital until the refund arrives. Use this sheet to ensure that “loss” is as brief as possible.

## Daily JIT Inventory & Cash Flow Tracker

Store Location: \_\_\_\_\_ | Date: \_\_\_\_\_

### 1 The “Top 10” Priority Order List

Only add medications here once the patient has confirmed a specific pickup date and the claim is successfully adjudicated.

Patient Name	Medication (Top 10)	Confirmed Pickup Date	Adjudicated	Order Triggered (Daily @ 4PM)
Ex. John Doe	Eliquis 5mg	Thursday	Yes	Order on Wednesday

### 2 48-Hour Pre-Flight Check (Adjudication & Outreach)

Run these today for patients scheduled for pickup 48 hours from now.

Patient Name	Drug Name	Call Made?	Any PA Issues?	Ready to Order Tomorrow?
		Y/N	Y/N	Y/N

### 3 Cash Flow Reconciliation & Refund Watch

Track the status of the “Manufacturer Refund” on the Beacon platform for high-dollar claims.

- Portal Checked Today? [  ] Yes [  ] No
- Total Claims Floating (MFP Delay): \$ \_\_\_\_\_
- Flagged Claims (Unpaid > 14 Days):
  - » Claim ID: \_\_\_\_\_ | Drug: \_\_\_\_\_ | Action: [  ] File Dispute in Beacon

#### 4 Staff Reminders for Today:

1. **Cut-Off Time:** Ensure all Priority Orders are in the wholesaler portal by **4:00 PM** for next-day delivery.
2. **No “Safety Stock”:** If we have an extra bottle of a negotiated brand on the shelf, **DO NOT** order a new one. Use existing stock first to free up the cash.
3. **The “Med-Sync” Pitch:** If a walk-in patient brings a new script for a Top 10 drug, technician must say: *“We can fill this today, but to ensure it’s always ready for you and at the lowest possible price, can we sign you up for our 2026 Priority Sync program?”*

#### 5 Closing Checklist for Lead Technician:

- [ ] All “Will Call” bins audited (Any high-cost meds sitting > 5 days? Return if needed).
- [ ] All successful adjudications from today added to tomorrow’s order.
- [ ] Material Cash Flow status confirmed in MTF Data Module.

#### Notes:



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