

2025 Recruitment and Retention Campaign Frequently Asked Questions (FAQ)

Q1: Why is CPESN USA changing from NPI-based fees to location-based fees?

A: This shift simplifies billing, aligns fees with services used at the physical site level, and ensures all CPESN pharmacies gain access to core tools like CPESN Business Intelligence and Pharmacy Care at Home without separate charges. It's a move toward transparency, fairness, and future readiness.

Q2: How much will CPESN participating pharmacies be charged?

A: Starting July 1, 2025, the CPESN USA participation fee will be \$125 per month per location, regardless of the quantity of NPIs enrolled in CPESN USA at that location. Pharmacies with two NPI enrolled in CPESN USA operating out of one location will now be charged just one fee each month. Pharmacies with a single location with multiple NPIs should complete a "Declaration of a Single Location with Multiple NPIs" Jotform to avoid charges for additional NPI enrolled in CPESN USA. Click: <https://cpesn-2.jotform.com/251114221876047> to access the "Declaration" Jotform.

Q3: What if a pharmacy operates multiple NPIs from one location?

A: A participating pharmacy will only be charged one fee per physical location—regardless of the number of NPIs enrolled into CPESN USA from that location. This should result in cost savings for many CPESN pharmacies.

Importantly, CPESN pharmacies must complete a "Declaration of a Single Location with Multiple NPIs" Jotform in order to avoid charges for other NPI enrolled in CPESN USA. And, CPESN pharmacies should complete the declaration and add all of their NPIs connected to that location to take advantage of all payer program opportunities that are available.

Q4: What happens if a pharmacy fails to complete the "Declaration of a Single Location with Multiple NPIs" by July 1, 2025, and is charged \$125 for both NPI?

A: CPESN Pharmacies in this situation should complete the "Declaration" immediately and then contact legal@cpesn.com and request a credit or refund.

Q5: If a pharmacy completes the "Declaration of a Single Location with Multiple NPIs" in May 2025 what will be charged on June 1, 2025?

A: Pharmacies that complete the "Declaration" in May 2025 won't see any changes to their CPESN USA participation fees on June 1, 2025. Changes won't take place until July 1, 2025.

Q6: Will this fee structure affect local network fees?

A: CPESN Special Purpose Networks and CPESN local networks maintain their own rules for network requirements. They also control the amount and methodology for invoicing of their network fees. The change to location-based fees applies only to the CPESN USA portion of the fees. Some local networks do not charge local network fees. Some local networks charge **location-based** fees. Some local networks charge **NPI-based** fees.

Q7: So, CPESN Business Intelligence and CPESN Pharmacy Care at Home are included now, what are those programs?

A: CPESN Business Intelligence provides dashboards and data tools to help you analyze service opportunities, payer performance, and network participation. Pharmacy Care at Home helps you deliver clinical services to patients in their homes with best-practice protocols, resources, and training.

Existing CPESN pharmacies that are interested in these programs must go to <http://join.cpesn.com> in order to subscribe to the two included programs.

Q8: I'm an existing CPESN Pharmacy, will I be automatically subscribed to the bundled programs (CPESN Business Intelligence and CPESN Pharmacy Care at Home).

A: No, the join process at <https://join.cpesn.com> and onboarding into CPESN USA are separate from subscribing to the Special Purpose Programs. Using the NPI, the pharmacy would join CPESN USA first and then subscribe to the CPESN Special Purpose Programs of their choosing. If they subscribe to CPESN Business Intelligence and/or CPESN Pharmacy Care at Home, the pharmacy will not be charged additional monthly fee.

Q9: How do pharmacies subscribe to CPESN Pharmacy Care at Home?

A: Go to <http://join.cpesn.com> and subscribe an NPI to Pharmacy Care at Home.

Q10: How do pharmacies subscribe to CPESN Business Intelligence?

A: Go to <http://join.cpesn.com> and subscribe an NPI to CPESN Business Intelligence.

Q11: When do these changes go into effect?

A: The new fee structure and bundled savings begin on July 1, 2025.

Q12: Are there any hidden or processing fees?

A: No, CPESN USA does not charge additional processing or administrative fees beyond the base monthly fee per location.

Q13: How were these changes decided?

A: These changes are driven by CPESN pharmacy owners, for pharmacy owners—because we believe in a future where community pharmacies lead the way in value-based care. CPESN pharmacist-owners (called luminaries) who participate in a committee process (Luminary Committees to the Board of Managers) have been evaluating a bundled offering for several years, particularly around the “per NPI” versus the “per location” methodology. These committees of pharmacist-owners spent a great deal of time working on modeling before they made a recommendation to the Board of Managers who voted in favor of the change. The new structure reflects input from leadership across our national and local networks.

Q14: How can I make sure I'm getting the most from my CPESN participation?

A: Stay engaged with your local network, participate in payer programs, leverage the CPESN Business Intelligence data, and explore Pharmacy Care at Home opportunities. The more you put in, the more value you'll get out.

Q15: What kind of payer opportunities are available in 2025?

A: Over \$37.5M in opportunities across more than 100 contracts with major payers like UnitedHealthcare, Elevance Health, Centene, and RxE2.

Q16: Who do I contact if I have questions or want help transitioning?

A: Reach out to your local network facilitator or contact CPESN USA directly at info@cpesn.com. We're here to help every step of the way.