

# 6 Benefits of an LTC Pharmacy Partnership for I/DD Service Providers

*How specialized long-term care pharmacies simplify medication management, reduce staff burden, and support better outcomes for I/DD providers.*

Organizations that support individuals with intellectual and developmental disabilities (I/DD) require medication management processes that are simple, reliable, and easy for staff to follow. As individuals with I/DD live longer, experience more complex health conditions, and receive care from multiple providers, medication management continues to become more challenging. At the same time, providers face increasing regulatory expectations and workforce pressures. The right long-term care (LTC) pharmacy partner helps reduce that complexity, giving staff more time to focus on supporting the individuals they serve.

The following six benefits illustrate why LTC pharmacies are uniquely equipped to support the medication management needs of I/DD providers.

## 1 | 24/7 Local Pharmacy Access & Delivery

Local service matters. Unlike retail and mail-order pharmacies, LTC pharmacies are purpose-built to support organizations that provide around-the-clock care. Locally-managed brick-and-mortar pharmacies with routine, after-hours, and emergency deliveries help ensure medications arrive when and where they're needed. Combined with 24/7 pharmacist access, local service gives providers confidence that support is always available.

## 2 | Expert Clinical & Regulatory Support

Individuals with I/DD often have complex medication regimens that require specialized clinical oversight. LTC pharmacies provide pharmacists and nurses with expertise in medication management for individuals with complex care needs, along with a deep understanding of the unique regulatory requirements governing I/DD services. Providers should expect their pharmacy partner to offer a proactive clinical intervention program that identifies medication-related risks and

opportunities to optimize therapy before medications are dispensed, helping improve safety, reduce adverse events, and support better health outcomes.

## 3 | Connected Technology

Technology that supports safe, efficient medication management extends beyond eMAR integration. Secure mobile messaging helps nurses and direct support professionals (DSPs) communicate more effectively with the local pharmacy team. Integrated technologies also provide real-time order tracking, delivery confirmation, and convenient access to medication information, improving visibility into medication management processes. On-demand reporting and advanced data analytics help organizations identify trends and measure performance. Together, these technologies simplify workflows, improve care coordination, reduce administrative burden, and provide the visibility organizations need to make more informed clinical and operational decisions, reduce adverse events, and support better health outcomes.



## DELIVERING MORE THAN MEDICINE TO I/DD SERVICE PROVIDERS

- 24/7 medication access
- eMAR integration
- Local billing specialists
- On-site account management
- Real-time order tracking
- Secure, mobile messaging

We understand your unique clinical, operational, and regulatory needs. That's why our experienced pharmacy teams are committed to ensuring you have what you need, when you need it, so you can get back to doing what you do best... providing amazing care.



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## 4 | Medication Packaging That Improves Safety & Efficiency

Medication packaging plays an important role in safety, efficiency, and adherence. Standardized packaging organized by administration time helps simplify medication passes and reduce the risk of medication errors. Consistent labeling and barcode-enabled packaging further improve accuracy and make medication administration easier for staff.

## 5 | Local Insurance & Billing Support

Insurance issues shouldn't delay care or become a burden for staff. Prior authorizations, formulary restrictions, and non-covered medications often require coordination with prescribers and insurance plans. LTC pharmacies with dedicated local billing specialists work directly with both to resolve coverage issues, obtain prior authorizations, and identify clinically appropriate covered alternatives when needed. By managing these challenges on your behalf, a local pharmacy partner helps ensure timely access to medications while reducing administrative burden.

## 6 | An Extension of Your Care Team

The right pharmacy does more than deliver medications—it becomes an extension of your care team. By combining local service, specialized clinical expertise, connected technology, responsive support, dedicated account managers,

and customized staff training LTC pharmacies help simplify medication management, reduce staff burden, and improve medication safety. Experienced pharmacy teams also offer on-site vaccination clinics, participate in community events, and engage in industry advocacy to support the evolving needs of I/DD providers. This comprehensive level of support gives organizations more time to focus on their mission: **providing high-quality support to the individuals they serve.**

### HOW TO CHOOSE THE RIGHT PHARMACY PARTNER

When evaluating pharmacy providers, look beyond medication dispensing. The right LTC pharmacy partner should have the experience, resources, and local support needed to simplify medication management and strengthen your organization's operations.

- Demonstrated experience serving I/DD providers and understanding their unique clinical and regulatory requirements
- Local brick-and-mortar pharmacies with routine, after-hours, and emergency medication delivery
- 24/7 access to pharmacists and pharmacy support
- Integration capabilities with all leading I/DD eMAR platforms, including Therap<sup>®</sup>, ECP<sup>®</sup>, and Impruvon<sup>®</sup>

- Dedicated account managers who provide routine on-site visits and regular partnership reviews
- Specialized clinical services, including proactive clinical programs with proven outcomes
- Connected technology with secure mobile communication, real-time order tracking, delivery confirmation, on-demand reporting, and advanced data analytics
- Dedicated local billing specialists who proactively resolve coverage issues
- A commitment to serving as an extension of your care team

Choosing the right pharmacy partner can have a meaningful impact on the quality of care you provide and the experience of your staff. A specialized LTC pharmacy helps simplify medication management through local service, clinical expertise, connected technology, and responsive support—reducing administrative burden while improving medication safety and adherence.

When medication management becomes easier, staff can spend less time navigating pharmacy-related challenges and more time helping the individuals they serve achieve the highest possible quality of life.



Exceptional pharmacy services for I/DD service providers with advanced technologies and expert support at every step.  
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