

TruZO 101: Designating pharmacies

This guide walks you through the process of designating pharmacies for manufacturers that use TruZO as their official system of record.

Important: Only users with Authorizing Official, Primary Administrator, or Administrator roles can make pharmacy designations. Before proceeding, review the manufacturer's 340B policy to ensure only eligible pharmacies are included.

Step 1: Log in to TruZO at <https://truZO.kalderos.com/request>.

If you have access to multiple covered entity accounts, make sure you are in the covered entity account you wish to modify. You can switch accounts in the upper left-hand corner.

Step 2: Add pharmacy identifiers before designating pharmacies.

- Select "Covered Entity Management" from the left-hand navigation.
- Select the appropriate tab: "Entity Owned Pharmacies," "Contract Pharmacies," or "Child Sites."
- Click on "+ Add Pharmacy Identifiers" at the top of the screen.
- Select the pencil icon next to the pharmacy you want to edit.
- Enter the required fields, National Provider Identifier (NPI), and Health Industry Number (HIN). Adding Drug Enforcement Administration (DEA) information is optional but recommended. When finished, click "Save Changes."
- Repeat until all identifiers are added and click "Finish Editing" at the bottom of the screen.

Step 3: Navigate to the pharmacy designations

- Select "Pharmacy Designations" from the left-hand navigation.
- Choose the appropriate manufacturer name. Review the selected manufacturer's policy, as all designations must be made in accordance with policy requirements.
- Select the relevant tab to view details from the manufacturer policy tab.

Step 4: Review policy details

The Pharmacy Designation Center has three key sections:

- "Eligible Pharmacies" shows your current pharmacy designations and allows you to make changes if eligible to do so.
- "Group Summary" summarizes key components of the manufacturer's 340B policy.
- "NDCs" lists the National Drug Codes subject to the policy.

Step 5: Make your pharmacy designations

- Go to the "Eligible Pharmacies" tab.
- Click "Add Pharmacy Designation" to open a form for designating your 340B pharmacies. Make your designations in accordance with the selected manufacturer's policy, choosing from the list of eligible contract pharmacies and entity-owned pharmacies.
- Once your selections are complete, click "Save Designations."



- **Important:** After saving, designations are locked. Changes to pharmacy designations are subject to the manufacturer's 340B policy. If the eligibility status of your designated contract pharmacy changes, contact Model N's covered entity concierge team for assistance at truZO-support@modeln.com.

Update or request exceptions

If you become eligible for additional designations, you can add more pharmacies to your list at any time. If you believe you qualify for an exception not permitted by the policy or platform, submit a request for a policy exception:

- Select "Pharmacy Designations" in the left-hand navigation.
- Click "Submit Exception Request."
- Select the request type and provide reasoning for the request.
- List the pharmacies you plan to designate with the HRSA contract ID and effective dates.
- Submit the request, and the covered entity concierge team will follow up with you.

Need help? Visit <https://gotruzo.com/ce-onboarding/>, contact us at gotruzo.com/contact, or email us directly at truZO-support@modeln.com.