

Always There When It Matters

How Ray Graham Association Streamlined Medication Management with Tarrytown Expocare

In IDD services, pharmacy support extends far beyond filling prescriptions.

When urgent medication needs arise after hours, compliance requirements become more complex, or staff need immediate answers, providers depend on a pharmacy partner they can trust to be available, accurate, and responsive.

For Casi Mertes, Assistant Director of Community Living Resources, and the team at Ray Graham Association (RGA), that level of support was difficult to find—until they partnered with Tarrytown Expocare Pharmacy.

When Pharmacy Support Creates More Work Instead of Less

As a long-standing provider supporting people with intellectual and developmental disabilities (IDD), RGA understands the importance of consistency and reliability in medication management.

Before partnering with Tarrytown, the organization faced several ongoing challenges. Reaching pharmacy staff after hours for urgent medication needs was often difficult. Billing disputes and errors created unnecessary administrative work. Limited visibility into prescription status, prior authorizations, and backorders left staff spending valuable time tracking down information.

Medication check-ins also required significant nursing resources, reducing the time available for direct support and meaningful interactions. And because many pharmacies lacked specialized IDD expertise, compliance concerns and medication-related risks were an ongoing challenge.

The result was a system that required constant oversight and created frustration for both clinical and administrative teams.

A Pharmacy Partner Built for IDD

That changed when RGA partnered with Tarrytown. From day one, the organization gained access to a dedicated support team and 24/7 customer service, ensuring staff could always reach a live person when urgent situations arose.

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Casi Mertes
Ray Graham Association

“Tarrytown has been more responsive than anyone else we’ve ever worked with,” Casi says.

Tarrytown's specialized IDD expertise also provided an additional layer of protection. Potential medication concerns are identified before medications are dispensed, helping teams maintain compliance while supporting safe medication practices.

At the same time, the Expocare Portal gave RGA real-time visibility into prescription status, prior authorizations, and medication backorders.

“The portal is a game-changer—we can see status and issues immediately.”

Operational efficiencies quickly followed. Medications arrive pre-sorted by home, color-coded by administration time, and bundled for easier check-in. Daily deliveries ensure medications are available when needed, while eMAR integration simplifies medication scanning and staff training.

Even billing became easier. “Billing used to be a nightmare. With Tarrytown, it’s smooth and error-free.”

More Time for Care, Less Time Managing Medications

As pharmacy operations became more streamlined, the benefits were felt across the organization. Nurses spend less time performing manual medication check-ins.

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Case Mertes
Ray Graham Association



Nurses spend less time performing manual medication check-ins. Staff can quickly access information without making multiple phone calls. Urgent medications are obtained faster, and compliance is easier to maintain.

Most importantly, teams have more time to build relationships, provide individualized support, and focus on the people they support rather than administrative pharmacy tasks.

“In over 30 years in this field, Tarrytown has provided the smoothest system I’ve ever worked with,” Casi says.

A Trusted Partner for Quality Care

For RGA, the value of the partnership goes beyond operational improvements.

By simplifying medication management and delivering support when it matters most, Tarrytown enables providers like RGA to focus on their mission: helping people with IDD live safe, healthy, and fulfilling lives.

