Introducing:
IntelliHealth Access

An intelligent engagement platform that accelerates and simplifies patient access to therapy while improving medication adherence.

Pharmaceutical companies who partner with Conduent for IntelliHealth Access have seen:

- 15% higher conversion rate with patients gaining quicker access to therapy

- 11% improvement in six-month adherence

- Average length of therapy increase by three months

- 30% increase in patient self-service

- Big efficiency gains through 50% automation of agents' routine tasks

The CDC estimates that 25% of prescriptions go unfilled due to increased costs and complex business processes. For higher-cost therapeutics, that figure rises above 40%.

Today's reimbursement access programs are expensive to run, difficult to scale and heavily dependent on manual processes. Platform design and process flows are often out of sync with market changes or clients' strategic objectives. Beyond this, inefficient external processes such as step edits and prior authorizations cause significant delays, which can lead to coverage rejections.

At Conduent, we're helping the industry overcome these challenges — redesigning processes and integrating emerging technologies into powerful platforms that blend automation and AI for high-efficiency workflows that intelligently drive next best actions and agent work queues. The result is faster, simplified, guided work streams that improve program quality, execution and outcomes while lowering resource allocation and waste.

A game-changer for medication therapy

IntelliHealth Access is a smart, cloud-based, interactive technology platform that supports key stakeholders across a patient's treatment lifecycle. The IntelliHealth automation suite operates behind the scenes to accelerate patients from point of enrollment through to drug treatment. Along the journey, IntelliHealth expertly engages users while provisioning work streams and delivering simple, powerful, individualized user experiences.

IntelliHealth Access directly improves:

- Conversion Rate (R) – the percentage of patients who receive and fill a prescription

- Time to Therapy (T) – how quickly patients move from receiving a prescription to commencing therapy

- Adherence Duration (D) – how long a patient adheres to their medication therapy to help them achieve wellness

Real time insights and end-to-end automated features reduce operational friction. AI and machine learning streamline complex processes such as electronic benefit investigations and verifications, and prior authorizations to accelerate patients through the process from onboarding to treatment.

Conduent is leading the digital evolution of reimbursement access program automation via simple, powerful user experiences that are guided via end-to-end robotic processes.

Accelerating data intake with automation

IntelliHealth's built-in, enterprise-grade optical character recognition software digitizes, enriches and improves the quality of transcription at a scale and speed that modern business demands. The platform enables end-to-end automation of enrollment intake, transcription, case creation and pursuit of missing data elements. An intuitive exception handling and review process enables custom thresholds to be set for human validation and triggering of downstream automated tasks.

Where data elements or signature are missing, automated tools create individualized outreach to make missing information pursuits easier.

Our technology employs industry-leading electronic consent utilities to engage providers and patients in capturing missing consent and HIPAA releases. The IntelliHealth automation suite supports enrollment, referral, payer outreadh and prior authorization form processes.

Driving adherence with personalized patient engagement

From the first contact with patients, to ongoing interactions, reminders, guidance and support, IntelliHealth technology empowers engagement across multiple channels to make getting on and staying on medication therapy easier. Our teams draw upon a full spectrum of information to intelligently assess and create the most effective patient experiences. Future versions of IntelliHealth will also be able to integrate with electronic health records.

Improving outcomes through specialty pharmacy coordination

Close integration with specialty pharmacies allows tracking of coverage status, prescription fulfillment, treatment continuation and adherence, as well as circumstances where patient coverage was lost — triggering rescue protocols and backstop programs to pursue appeals or engage payers.

Elevating the patient experience with laser-focused specialists

While our technology is a key enabler and differentiator, it's the team of dedicated Conduent specialists behind it that make it exceptional. Our agents are experienced healthcare professionals who specialize in disease states and therapeutic categories, giving them deep subject matter expertise for more effective and impactful interactions.

About Conduent

As one of the largest business process companies in the world, Conduent manages mission-critical digital interactions at massive scale. We combine the power of cloud, mobile and IoT with innovations in automation, AI and blockchain to elevate millions of user experiences each day and make every interaction more individualized, immediate and intelligent.

See why 40% of US hospitals, 19 of the top 20 managed US healthcare plans, 9 of the top 10 global pharmaceutical companies, and over 500 government entities depend on Conduent to manage essential interactions on their behalf and move their operations forward.

Learn more at Conduent.com.

Conduent's OmniChannel Communication services enable our clients to have high value interactions with their customers or constituents across both digital and human channels, creating a seamless experience.

Communicating through the user's preferred channel

Integrated engagement tools enable our agents to communicate with providers and patients through their preferred channel for status updates, eligibility, and cost information; enrollment; missing data capture. Patients and providers can also use handy self-service tools for quick starts, refills, engaging with an expert or order tracking.

Providing insights for program success

IntelliHealth Access uses advanced analytics, reporting and data management capabilities to create a solid foundation for strategic decision making. This empowers manufacturers to quickly assess a program's operational effectiveness at various stage-gates, sub- and automated tasks, as well as view agents' work queue output. Other insights from payer, payer segment and provider level comparative performance measures aid in surfacing, isolating and mitigating points of friction.

Conduent is leading the way in integrated patient access solutions and customized pharmaceutical hub services and technology.

Learn more online: https://www.conduent.com/pharma-and-life-sciences-solutions/

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