

Pharmacy Benefit Management

Smart solutions. Lower costs. Improved care.



Our Services:

- Complete end-to-end electronic pharmacy administration system for government clients.
- Clinical decision support including client-specific formularies and patient profile reviews.
- Point-of-sale (POS) prescription drug claims processing, including automated prior authorizations and prospective drug utilization review (ProDUR).
- Retrospective drug utilization review (RetroDUR) programs including prescriber education, pharmacy intervention and surveillance.
- Government and supplemental drug rebate program administration.
- Standalone and integrated PBM capabilities.

You face many challenges in balancing your population's health with their pharmacy needs. Double-digit growth rates for drug costs. Changing federal requirements and strapped state Medicaid budgets. Increasingly complex claim processes. You need management solutions that help you better serve your members while controlling your program costs.

You can find them at Conduent. As a leader in government pharmacy benefit management, we develop and implement automated, streamlined processes for any part of your program. With our solutions, your members get the most cost-effective therapies the first time with less oversight needed from your staff – helping you retain more resources for your programs.

Expertise for All Pharmacy Program Functions

We support the entire prescription cycle, providing any combination of innovative solutions to suit your specific pharmacy benefit needs. Whether you need a few services or a comprehensive pharmacy benefit management System, we scale to meet your program's goals.

Pharmacy Claims Processing and Prospective Drug Utilization Review (ProDUR)

After the prescription is received by the pharmacy, we streamline your claims adjudication process. Our solutions use comprehensive, industry standard ProDUR edits; we also have the flexibility to integrate customized edits to evaluate every prescription and ensure the safest therapies for your members. Our pharmacy claims processing system also integrates your PDL, maximum allowable cost (MAC) and other business rules, increasing compliance with evidence-based decisions based on your members' current eligibility. We instantly alert prescribers of adverse interactions or other potential issues, ensuring your members take the safest and most cost-effective therapies. Our proactive approach results in more-informed decisions that conserve your budget, improve prescribing patterns and integrate information with our other cost-saving solutions.

Our advanced pharmacy claims processing system is flexible and easily configurable, allowing you to update systems without spending a fortune on reprogramming. And our active involvement with NCPDP standards and best practice development ensures that your processes are current and compliant with applicable transaction standards, HIPAA privacy rules and MITA guidelines.

Our Qualifications:

- National presence serving pharmacy benefit management and clinical services programs in 18 states including the District of Columbia.
- Strategic expertise in reducing pharmacy expenditures.
- Manage \$3.3 billion in pharmacy claim payments annually.
- Credentialed call center professionals including pharmacists and pharmacy technicians responding to calls and faxes
- Process more than 100 million pharmacy claims for more than 11 million Medicaid members every year.
- Active involvement with the National Council for Prescription Drug Programs.
- Decades of experience working with state Medicaid agencies, insurance administrators, state sponsored benefit programs, worker's compensation programs, and senior drug programs.

Automated Prior Authorization (PA) Programs

When therapies need PAs for fulfillment, your providers shouldn't consume extra resources to confirm them. Our sophisticated PA solutions automate 90 percent of the process by building on your claims processing capabilities. We review member-specific drug, medical, lab and coverage histories to confirm if therapies meet your program's criteria. Your providers can verify PAs online in real time for both specialty medications and non-pharmacy items (such as lab work, nuclear medicine, home health and durable medical equipment). You ensure appropriate therapies are dispensed without placing extra burdens on your providers – or your budget.

Retrospective Drug Utilization Review (RetroDUR) and Prescriber Education

Our RetroDUR solutions create efficiencies by educating your prescribers on evidence-based guidelines. Our clinical analytics tools review and analyze population-level medical and pharmacy histories (including mental health and specialty medications) to easily find sources of sub-optimal therapies. By targeting these prescribers, we produce a multiplier effect – an intervention to 500 providers can affect more than 5,000 patients. By educating your prescribers, we help foster better medication choices and prescribing practices without large expenditures.

Federal and Supplemental Drug Rebate Administration

Our experience managing drug rebates and rebate administration systems, in addition to developing PDLs and negotiating supplemental rebates, help your program maximize rebates collection. Our rebate system compiles your paid claim data and combines it with CMS-supplied or contractually determined unit rebate amounts to provide comprehensive, accurate invoices to drug labelers. Our receivables team then gains timely reimbursements with escalating contact methods and settles any disputes. And our solutions provide in-depth reporting so you can monitor your rebate program's progress anywhere, anytime.

Our Prescription for Efficiency

No matter how great your need, we provide a range of integrated solutions and proven clinical programs to lower administrative costs, educate prescribers on best practices, and improve your quality of care. And because our solutions are modular and flexible, you can choose the best combination for your unique challenges. We help you get the most out of your budget resources, make administration more efficient and increase provider and member satisfaction.

Just what the doctor ordered.

You can learn more about us at www.conduent.com/pharmacysolutions.

