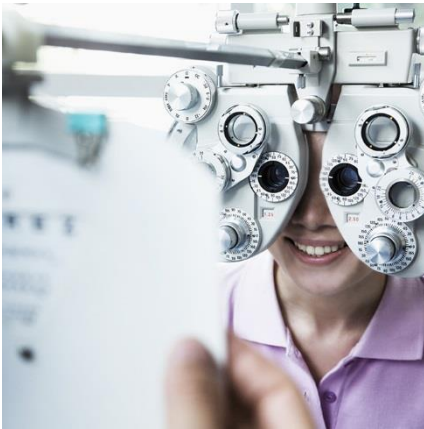


Conduent™ SmartPA® Medical Application

A faster process for medical prior authorizations



Every year, healthcare programs spend billions on Durable Medical Equipment (DME) and related services. It's a large part of most Medicaid budgets and getting bigger. Not just because of procurement costs – determining their appropriateness also takes many resources. Prior authorizations help, but the time and money spent evaluating them can wipe out the savings.

Approving prior authorizations (PAs) shouldn't consume extra resources. But evaluating them manually from your program's call center can be time-consuming and costly, erasing the savings gained by controlling medical supply practices.

Automating PAs can reduce administrative burdens. But without a review process dedicated to non-pharmacy items, you may not be making the best cost decisions.

That's how we help you make better, faster decisions that control program costs. The Conduent™ SmartPA Medical Application automates the prior authorization processes specific to medical product and service claims with real-time approvals. By eliminating time-consuming, manual and paper-based processes, you not only improve the prescriber, supplier and participant experience. And because decisions are based on objective algorithms, you can apply spending policies uniformly and avoid inconsistent or inappropriate approvals.

Our automated solution reduces program costs by increasing program policy compliance and automating prior authorizations. This gives you more control over DME, optical and behavioral health spend and frees resources to do more for the people you serve.

Authorize More than Just Equipment

SmartPA Medical enables you to automate prior authorizations for a wide variety of medical product and service claims. Our solution provides real-time approvals or requests for additional information when processing claims no matter where they are submitted, including a specialized Web portal or traditional batch processing.

Solution Features

- Automated, real-time processing of non-pharmacy prior authorizations.
- Management of prior authorizations across three program areas:
 - Durable Medical Equipment
 - Optical Supplies and Exams
 - Behavioral Health Services
- Two-step authorization process developed specifically for DME needs
- 24/7 access to status updates, prescription information and policy updates through a Web-based portal
- Flexibility to accommodate customized rules or add new ones without external programming costs

A Solid Basis for Decisions

We built the Conduent™ SmartPA Medical Application on the same platform as our Conduent™ SmartPA Pharmacy Application. They share a proven clinical rules engine containing numerous rule functions that can be combined in multiple configurations. You can also customize drug and disease groups to provide different levels of edits to meet your program's specific needs.

Whether you process claims individually or in batches, the process is the same. Once you submit a prior authorization, SmartPA Medical checks it against the claim parameters in the application's rules engine. It then either allows the request to proceed or sends a "criteria not met" notice to the prescriber, the reason criteria were not met, and a request for more information. This ensures that only appropriate equipment and services are approved for use.

Our application covers three major areas:

- **Traditional Durable Medical Equipment.** We process real-time prior authorization determinations for 38 different equipment classes. You can reduce management costs for everything from walkers and canes to vital sign monitors and IV stands.
- **Optical Supplies and Exams.** You can pre-certify multiple optical services at once, including contacts, frames, lenses and the exams needed to provide appropriate supplies.
- **Behavioral Health Services.** Recently added to serve a growing need in Medicaid programs, this area covers PAs for nine different types of individual and family therapies as well as patient assessments.

Conduent™ SmartPA Medical Application also has the flexibility to include more services as programs need them. For example, we'll soon add functionality for processing authorizations for Medical Services.

Enabling Better Care Decisions

Our application gives your program more control over how therapies are prescribed and help you make better care decisions. The process begins when a healthcare provider requests a prior authorization for a member's therapy. After logging onto our secure portal, the provider is presented with a screen to enter information for the precertification. After filling out the questions related to the therapy, the provider submits the information to the system. SmartPA Medical then generates an approved PA or requests more information before approving. Once approved, the provider submitting a claim will have the PA on file in the state's Medicaid system to pay the claim. The member then receives the final go-ahead to receive the prescribed service.

Conduent™ SmartPA Medical Application features useful components that provide added flexibility and configurability. Medicaid providers and suppliers can access its Web-based portal 24/7, eliminating the need to submit information during call center hours. The portal also allows them to view up to three years of PA status and histories, paid claim data and print prescriptions, as well as generate reports and check for updated rules on medications.

A Unique Process for DME

Our application also uses a unique two-step approach to certification for DME in order give you a more complete picture of these claim types. It rests on the idea that each entity in the DME process should be asked for information they are expected to know before an approval can be provided:

1. The prescriber is asked for medical information such as the severity of the member's condition and their health history.
2. The service provider is asked for technical information about the equipment or service such as the size of a cane or type of oxygen supplies.

Tailoring detailed questions to each provider's area of expertise reduces the risk for discrepancies or inaccurate information at all steps. That enables you to automate prior authorizations while improving their accuracy and quality.

More Value for Healthcare Programs

To date, SmartPA Medical has processed an average of more than 100,000 medical product and service prior authorizations every year. Programs using our solution have reduced the workload on their call center resources, improving response times and reducing administrative costs. (For example, one client's estimated savings are over \$3 million per year.)

States are also seeing the benefits of its configurability. While our solution can be implemented with the standard Conduent™ rules library, you can customize it further by adding program-specific rules or modifying existing rules. This enables the solution to evolve with your program's services and policies – all without the need for the additional time and expense of reprogramming by outside developers.

Enabling More Efficient, Responsive Programs

With the costs for medical products, services, and administrative resources rising, it's important for healthcare programs to do everything they can to make sure the right therapies are getting to the right people at the right costs. Conduent™ SmartPA Medical Application not only helps you better control costs and access. It also helps you get services to the people who need them without unnecessary delays. That improves outcomes for everyone.

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

