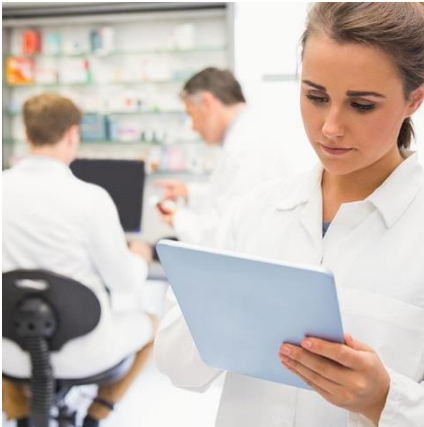


# Conduent™ SmartPA® Pharmacy Application

## Process Claims for Less



### Solution Features

- Automated PA solutions screen both pharmacy and non-pharmacy claims.
- Real-time PA decisions at the point of service.
- Eligibility confirmations based on your program's criteria.
- Easily updatable, table-driven rules engine.
- User-friendly web-based interface.
- Fast, HIPAA-compliant access to patient medical and prescribing histories.
- Open library of criteria rules to encourage faster adoption of best practices.

Confirming prior authorizations shouldn't consume extra resources. Whether it's a doctor requesting a procedure or a pharmacy trying to fill a prescription, prescribed therapies often require prior authorization (PA). But manual confirmations from your program's call center can be time-consuming and costly, erasing the savings gained by controlling prescribing practices.

What if there was a more efficient way to confirm prior authorizations?

With Automated Prior Authorization Solutions from Conduent, you can automate up to 90 percent of the PA process. We build on your claims processing capabilities to review member-specific clinical and coverage histories and confirm if prescribed therapies meet your program's prescribing rules. We verify PAs for regularly prescribed and specialty medications as well as non-pharmacy services and equipment in real time, ensuring appropriate therapies are dispensed while using fewer resources from your call center – and your budget.

### Reduce Costs with Streamlined Administrative Processes

We streamline PA approvals by automating many of the manual administrative tasks of PA confirmation. We use your claims processing system's functionality to compare member claims to predetermined prescribing rules at the point of service (POS) instead of using call center resources.

For example, when a member brings a prescription to the pharmacy, the pharmacist submits it for adjudication. In a typical review process, the claim would be denied with a requirement to contact a call center for authorization. Call center experts would then manually cross-reference the patient's pharmacy and medical history and the prescription against your program's preferred drug list (PDL) and formularies for approval. Our solution completes this process electronically by using preset rules informed by your program's criteria. Most prescriptions are reviewed in less than a second with no involvement from your staff. Appropriate prescriptions generate an approval message; rejected prescriptions direct the pharmacist to collect more prescriber information and re-submit for review.

Our automated PA solutions also cover specialized non-pharmacy services such as lab work, nuclear medicine, home health and durable medical equipment (DME). For these claims, we include a web-enabled tool for providers to submit electronic PA requests for adjudication directly. Using the

### Our Qualifications

- Over 16 PA implementations with pharmacies and MMIS POS systems since 2002.
- Expanded to non-Pharmacy PA solutions (including radiology, DME and optical) in 2006.
- Active involvement with the National Council for Prescription Drug Programs.
- National leader in Health Information Technology innovation and deployment.

### Integrate Systems with Security

Our automated PA solutions integrate with your healthcare program's systems right from the start. We designed each as a standalone package containing the clinical rules engine as well as a collection of hardware, software, and reference files that mesh seamlessly with your claims processing system.

And as healthcare technology advances, we help you remain aligned with MITA guidelines. Our non-pharmacy solution complies with the X12 transaction standards, while our pharmacy solution meets applicable NCPDP transaction standards. If you use e-Prescribing, our solution works in tandem with it to encourage additional PDL and formulary compliance by providing instant alerts to prescribers.

While our solutions provide access to patient records, clinical alerts and eligibility information, we also work to protect your members' privacy. We maintain formal HIPAA compliance plans and safeguards for accessing and transmitting Protected Health Information (PHI). We not only keep your program aligned with PHI management guidelines; we also help you avoid inappropriate data use and security breaches – and the hefty fines they cause.

same process as pharmacy claims, we automatically evaluate the therapy, the prescriber's diagnosis codes and your list of covered services. If the claim is denied, our solution directs the prescriber to provide additional clinical evidence for approval. Again, most of the work is completed automatically, saving your resources for only the most complicated therapies.

### Automate Decisions and Provide Flexibility

The backbone of our automated PA solutions is a sophisticated clinical rules engine. Powered by rules built on evidence-based criteria, the rules engine automatically screens up to 24 months of recipient-specific history (including drug claims, medical claims and provider encounters) and determines if a member's prescribed therapy meets your program's guidelines. The criteria can be customized to your specifications, ensuring that each rule accurately reflects your program's requirements. Using this solution, up to 90 percent of prescriptions can be automated with no need for manual processing – or the expense it requires.

Our rules engine not only decreases PA turnaround times; it also provides the flexibility you need to adapt to changing needs. When you want to make changes, the solution's web-based, user-friendly interface allows non-programmers (such as clinicians or other authorized users) to make changes easily. Because the rules are table-driven instead of hard-coded, you do not need to update the applications used to access the solution to accommodate your changes.

### Faster Approvals, More Benefits

With our Automated PA Solutions, you can effectively remove a significant number of prior authorization requests from the manual review process – for everything from prescription drugs to DME. For example, by automating Missouri's pharmacy PA processes, we've saved the state an estimated \$83 million annually. Or, look at the results of our non-pharmacy solutions: on average, we automate 76 percent of radiology and 73 percent of DME requests.

In both cases, members receive therapies faster, pharmacists' workloads are reduced, prescribers are not contacted about normal approvals, and your call center does not consume valuable resources on routine tasks. And by automating the process, PAs not only require less time and fewer resources; they are also more objective and accurate, improving your quality of service.

As an added benefit, our experience with PA rule development and implementation helps you improve your program. Through our open library of PA rules, you can share rules with other healthcare programs as well as review rules that have been successful elsewhere. It's an easy way to establish best practices based on working examples.

All of these benefits translate into substantial cost savings for you. If you're ready to gain the efficiencies of PA automation, contact us.

You can learn more about us at [www.conduent.com/pharmacysolutions](http://www.conduent.com/pharmacysolutions).

