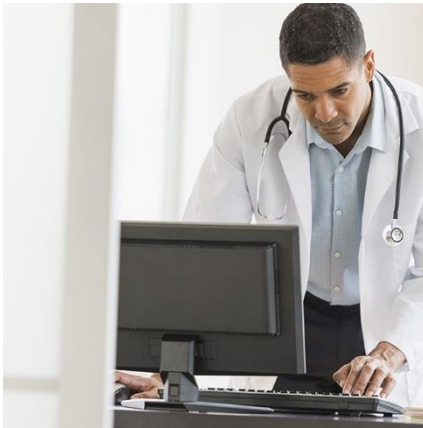


Automated Prior Authorization

Simplifying Requests for Non-Emergency Medical Travel



Your members often travel long and difficult distances to access healthcare. Living in remote locations with limited road access can make it even more challenging for members to access the non-emergency care they need. This often results in unnecessary consumption of high-cost emergency care – placing additional strain on healthcare systems and financial resources.

Millions of Americans lack proper transportation and depend on others to access their acute care or routine care needs. But manual requests for non-emergency medical transportation (NEMT) are often time-consuming and costly, increasing the possibility that your members will miss or postpone routine care visits – resulting in poor health outcomes, increased ER visits and costly medical resources.

Solution Highlights

- Easy-to-use Web-based interface offering convenient access to requests and request history.
- Immediate online approval or denial response.
- Real-time access for updating or modifying travel requests.
- Fast, HIPAA-compliant access to PA requests.
- Flexible rules engine incorporates client-specific, evidence-based criteria for improved automation over time.
- Built to work for health plans, state and county governments and other programs involving NEMT for the disabled, underserved and elderly.

That's why we developed an automated transportation prior authorization (PA) solution for non-emergency medical transportation NEMT that works for health plans, state and county governments and other programs involving transportation for the disabled, underserved and elderly. By streamlining and automating the PA request process, we help members easily and affordably access necessary healthcare services. By ensuring that citizens consume the proper services at the proper time, emergency room visits are reduced and unnecessary expenditures are limited.

Support for Providers and Members

Our automated PA solution for NEMT provides an easy-to-use website where you can request, track and update authorizations for non-emergency medical travel. You get immediate feedback about your travel requests and can quickly edit authorization information if travel plans change. Once your request is processed, we make it easy to print a complete set of vouchers from any accessible printer.

In addition, our solution is built on a rules engine that allows for improved automation of PA request processing over time and can track things like provider access to specific PAs and provider-initiated reprints of PA – capturing this data for more accurate monitoring of program trends and anomalies.

About Our Pharmacy Services

- Electronic submission, transmission and payment of prescription information for Medicaid, federal and commercial 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.

Our Qualifications

- National presence serving 28 pharmacy programs in 21 states and the District of Columbia.
- Our services touch nearly 2/3 of the U.S. insured population.
- Experienced customer care professionals respond to more than 4.2 million calls and faxes annually.
- More than two decades of experience in contact center management.
- Active involvement with the National Council for Prescription Drug Programs.
- Decades of experience with commercial HMOs, state Medicaid agencies, insurance administrators, self-insured employer groups, state employee benefit programs, workers' compensation programs and senior drug programs.
- National leader in Health Information Technology innovation and development.

What are the benefits of automating the request process?

Convenient Access: You decide when and where to submit and manage authorizations and can log in through the Web-based platform whenever it's convenient.

Faster Authorizations: Our solution gives you an immediate online response so whether a request is approved or denied, you get instant feedback. And our call center representatives have instant access so that any pending requests can be expedited in a timely manner.

Individualized Requests: You are guided through an easy-to-complete request process that is designed to meet the members' travel needs.

Printable Vouchers: When you use the online tool, the member's travel vouchers are created for you. All you do is load tamper-proof paper into your printer; print them, sign, and date.

Immediate Updates: If more information is needed to process your request, you can answer questions online. The solution then sends you an automatic email notification.

Greater Flexibility: Real-time access lets users view and change information for weather delays or extended medical appointments.

Complete Information: When you make requests or update authorizations, all of the information you enter stays in one place for you to access later.

Secure Data: The solution keeps medical information secure and protected. Only authorized users can access, view and amend the authorizations.

Better Service: If a member has special needs, you may add notes or attach documents with more information. And if you need extra support, our call center is there to help.

More Support: Even though you're online, you can easily access our call center for additional support. Representatives can walk you through the request process, help you make changes to authorizations and navigate the website.

Paving the Way to Care

With limited road mobility, many of your members struggle to access their healthcare needs. This often results in a larger consumption of emergency care and higher costs. Our automated prior authorization solution for NEMT helps members overcome their travel restrictions – quickly providing travel requests and authorization information to help more members get the right care at the right time.

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

