

Automated Risk Identification

Manage your program more efficiently to lower your costs.



Tools for Effective Management

- Identifies risks of high program costs through qualitative and quantitative claim analysis.
- Produces critical business, trend, and clinical reports with a few simple clicks of a mouse.
- Integrates data from pharmacy and non-pharmacy claims, including beneficiary eligibility, provider eligibility, and medical, laboratory tests, and pharmacy claims history.
- Geomapping capabilities pinpoint and track issues to specific locations.
- Sophisticated clinical criteria profiles physicians, pharmacists and members for possible prescription drug abuse.

Your biggest healthcare costs might be hidden. Though your program may seem cost-effective today, certain populations, medications and therapies can make expenses skyrocket later. How many are in your program? And how will they affect your resources?

Members with rare chronic conditions. Expensive medications that no longer work effectively. These and other costly situations might exist in your healthcare program. But the evidence is hiding in a sea of claim data, preventing you from taking action.

But with automated risk identification solutions from Conduent, you can uncover risks now that could affect your healthcare programs later. Our analytical tools help you monitor and analyze data to quickly identify potential high-cost areas of your program, enabling you to manage them more effectively and control future costs.

It all comes down to data: having access to more of it, understanding it and being able to act on it. That's why we provide solutions with direct access to submitted claims. Unlike many risk tools, we go beyond pharmacotherapy claims to include medical and eligibility data to give you a complete, "whole person" view of your program at all levels.

Using a comprehensive clinical rules set and analytical tools, we transform your program's data into actionable information that helps you establish case management programs or influence prescriber behavior – whatever you need to manage your program more efficiently. And our Web-based platform simplifies monitoring and reporting, enabling you to measure healthcare trends, costs and quality across your program with the click of a mouse. This means more responsive and better care decisions for the people you serve.

Comprehensive Pharmacy and Medical Claim Analytics

- Top pharmacies by amount paid and number of prescriptions.
- Top prescribers by amount paid, number of prescriptions and controlled substances.
- Top therapeutic classes by amount paid and number of prescriptions.
- Top 25 drugs and therapeutic classes by amount paid and number of prescriptions.

Fight Fraud and Abuse

Our solution also has automated features that support recipient lock-in programs, enabling you to reduce the risk of program misuse. It can identify and research candidates, track specific cases through a Case Management System, and automatically compose and send correspondence to providers and recipients. Using these features, investigators and case managers can substantially reduce research time, target a greater number of recipients, improve care and reduce loss to fraudulent and abusive activity.

Clinical Risks

A major area of risk for high healthcare costs is program members with debilitating or chronic conditions. Their care typically requires more resources than others' because of the amount of care they need and the length of time they need it. To manage your program cost-effectively over the long term, it's important to identify member care histories and patterns that can highlight people at risk of developing these conditions.

Our risk identification solution enables you to drill down through the data from a group-level view all the way to recipient-level and even claim-level views, providing analytics that easily find risk factors for chronic conditions within a population. This helps you identify opportunities for care management and quality improvement programs that can prevent future health issues. With these oversight capabilities, you can respond more quickly to member trends that could affect your program's financial and quality outcomes.

Medication Risks

Another risk area is the medications your program recommends. Pharmacotherapy constantly evolves, and costly treatments introduced just a few years ago may have been supplanted by more effective – or less expensive – alternatives. This can have serious effects on your member's health as well as your bottom line.

We provide analytics for all drug classes that help you examine utilization throughout your program. Our solution helps you compare cost and utilization data by total program, therapeutic category, drug, or drug form against national standards. It also flags high-usage therapeutic classes and high-cost medications where more cost-effective therapies may exist. When you know which medications are the most cost-effective, you can avoid expensive, ineffective therapies.

Therapeutic Risks

Even if your members aren't likely to develop chronic conditions and you have an updated preferred medication list, you may still have risks of suboptimal care and potential abuse. If healthcare providers are prescribing therapies outside of established norms and national standards, you could be incurring additional costs over the long term.

Our provider ranking system analyzes therapeutic costs based on classification and location, and follows trends such as number of drugs prescribed, clinical issues treated and doctors per patient. It then compares dispensing patterns with providers previously identified as having inconsistent or irregular billing practices, and automatically calculates the risk per provider and ranks them. This helps you effectively monitor prescriber habits and identify sources of suboptimal care. You can even use our geomapping capabilities to pinpoint and

Ideal for Workers' Compensation

Our automated risk identification solution is also well-suited for workers' compensation programs. It analyzes the specific conditions comprising a claim, assigning a tracking code for each item and its treatment. It can then flag and separate items covered by the injured worker's primary carrier from those covered by your program. This helps you identify and pay claims only for injuries directly related to workers' compensation cases so you can better conserve your resources.

track issues to specific locations and look for potential "hot spots" of risk among prescribers, pharmacists or members. This helps you take steps to improve your program's efficiency and integrity.

Transforming Data into Information

Cost-effective program management means identifying risks today before they become serious issues tomorrow. That's why we simplify the process of program management and make it easier for you to control costs. Our Web-based analytical tools are intuitive, flexible and easy to use, enabling you to analyze, benchmark, model and profile in seconds. Our automated risk identification solution does more than deliver data: it transforms it into the information you need to make better decisions for your members' care and your budget. And that means you have more resources to help more people in your program.

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

