

Drug Rebate Administration

Better efficiencies. Faster remittances.
Stronger budgets.



Solution Features

- Easily configurable, integrated solution enabling multiple program configurations.
- Supports all major rebate types:
 - Federal
 - State
 - Supplemental
 - Commercial
 - Managed Care
- Increased accuracy and objectivity.
- User-friendly web-based interface.
- Intuitive, easy-to-read electronic and paper invoices in all CMS and National Council for Prescription Drug Programs formats.
- Standard and custom reporting for all government and internal needs.
- Detailed dispute resolution process with drill-down capabilities.

How much are rebates costing you? Your pharmacy program works hard to promote medications that are both clinically and cost-effective. Participating in a drug rebate program provides additional savings on the many medications you cover. But inefficient processes offset the savings with greater costs for invoicing, reporting, allocating payments and resolving disputes.

Is there a better way to manage these functions and reduce the extra costs?

There is with Drug Rebate Administration solutions from Conduent. Our experience managing drug rebates and rebate administration systems, developing Preferred Drug Lists and negotiating supplemental rebates help you get the most out of your rebate programs. What's more, we support all rebate program types: Federal, State, Supplemental and Commercial. No matter your program's type or complexity, we can provide the application or administrative services for any combination of service or rebate models you desire.

We follow all federal and state requirements and standard industry processes for drug rebate administration. But being an effective partner requires more than following regulations. Between 1999 and 2010, we invoiced more than \$6.5 billion for 13 drug rebate programs. We draw on this experience to help you achieve cost-effective rebate administration that improves your financial position.

Integrated Systems

Data integration is the key to our solutions. By placing all data at the users' fingertips, we enable users to manage the entire rebate cycle more efficiently. This integration lowers your program costs and improves your rebate return.

Our Drug Rebate Management Solutions follow standard practices to ensure the most accurate and timely invoices for your pharmacy program. We compile your paid claim data and combine it with CMS-supplied or contractually determined Unit Rebate Amounts to provide complete, accurate invoices to participating drug labelers. Using parameters you define, our solution applies automated business rules to audit claims and invoices which enable us to generate timely and accurate invoices while reducing the likelihood of disputes. These proven processes allow our rebate team to gain timely reimbursement through escalating contacts to resolve any issue.

Our Experience

- Invoiced more than \$6.5 billion for 13 drug rebate programs over more than a decade.
- Compliance with CMS drug rebate program established under OBRA 90.
- Active involvement with the NCPDP.
- Decades of experience with state Medicaid agencies, commercial HMOs, 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 deployment.

Efficient Processes

Our solutions include a user-friendly, point-and-click graphical user interface to make all actions intuitive. Because all rebate information is easily accessible, users can quickly drill down from summary data to claims level detail to get the information they need when they need it. This is particularly helpful for dispute resolution. You can get to the root of a dispute effortlessly as well as identify areas for potential disputes before generating invoices. The rebate team spends less time learning how to process rebates and more time collecting them, saving costs and making better use of your resources.

Our Drug Rebate Solutions also simplify work for drug manufacturers. Hospira Worldwide said our "...electronic invoices already in the correct format are great because there is very little conversion time and they are a breeze to load." And IMS Health praised us as having "...one of the best, if not the best, and easiest-to-read invoices." And it's not just how we prepare them – it's how they are sent. In addition to generating print versions, our solutions can distribute invoices over the Internet for online review. You can also collect payments online from participating labelers to receive remittances more quickly.

Insightful Reporting

Rebates contribute substantial funding to most pharmacy programs, so we provide reporting and analytics that align with CMS standards and deliver key information needed to evaluate your drug rebate programs' financial impact. Our solutions include a variety of standard reports developed in consultation with states, including reports that enable you to view paid and unpaid invoices, disputed amounts, allocated and unallocated payments, source claims data and many other detailed reports that support critical monitoring.

Our reporting package combines in-depth analysis with our GUI, giving it the flexibility to adapt to your program's needs without the need for any programming experience. We enable you to track, understand and manage your rebate data, providing accurate, up-to-date information on all aspects of all rebate programs at all times.

Partnering for Better Programs

With our drug rebate administration solutions, you can streamline drug rebate processing and reduce your labor costs and turnaround time for receiving rebate payments. We produce more accurate invoices, decreasing the likelihood of disputes and saving you the costs of resolving them. We also have demonstrated experience increasing collection rates. For example, we assumed responsibility for the District of Columbia's drug rebate administration in 2002. We helped dramatically increase the District's rebate collections; by 2006, the rebate collections increased 54 percent.

When you partner with us, you get the integrated systems, efficient processes and insightful reporting you need to manage your drug rebate program more efficiently and expand your pharmacy program resources. Are you ready to receive the greatest possible return for your drug rebates? Contact us.

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