

## Drug Utilization Review (DUR) Solutions

Control pharmacy costs with automated clinical support.



With ever-increasing medication costs, appropriate use means more than ensuring patient safety. Duplicated or overprescribed therapies leave you with fewer resources to serve members and improve population health. Program guidelines help providers prescribe clinically sound, cost-effective medications, but enforcing them with equally applied interventions can be just as costly.

Is there a better way to improve guideline adherence and control program costs?

With Drug Utilization Review (DUR) solutions from Conduent, your program can promote clinical safety, therapeutic efficacy and appropriate drug use more efficiently. Our online ProDUR solutions review and analyze prescriptions in real time against predetermined clinical criteria, helping you improve adherence to your guidelines and conserving your budget. And our RetroDUR programs monitor sub-optimal therapies and provide the basis for population-based interventions that educate prescribers, generating more savings over the long term. Our approach improves care quality and your population's health while saving your program's valuable resources.

### **ProDUR: Prevent Issues Early with Prospective DUR**

The more your providers' prescribing patterns align with evidence-based drug utilization standards, the less likely their prescriptions will require a revision or costly intervention when dispensed. This can be difficult as these standards update continually for the most appropriate use. That's why our ProDUR solutions provide comprehensive clinical decision support that changes with your needs.

We use a parameter-driven web-based interface that enables you to modify edits quickly and simply, with no programming experience required – authorized users can simply log on and make desired changes. What’s more, our solution gives you the ability to create customized therapeutic categories and groups within your program edits, allowing you to target specific population issues and treat them more efficiently.

### Solution Features

- Prospective review (ProDUR) driven by web-enabled, HIPAA-compliant clinical decision support systems.
- Clinical criteria library covering more than 90 diseases and medication usage evaluation areas.
- Easily adjustable criteria help you respond quickly to evolving prescribing guidelines
- Population-based retrospective review (RetroDUR) targets sub-optimal therapies and educates prescribers on best practices.
- More than 8,000 clinical rules supporting RetroDUR, including coverage of mental health and specialty medications.
- Integrated communication with health record and claim adjudication processes.
- Comprehensive clinical analytics and reporting capabilities.

Once the prescription is evaluated for program compliance and cost-effectiveness, you can customize further edits within the evidence-based logic to meet the latest NCPDP standards. If the system finds an adverse interaction, we alert the pharmacy immediately in real time. With our solutions, providers receive alerts only when necessary, helping you avoid the costs of unnecessary interventions or re-prescribing incorrectly rejected therapies. And if your providers use e-Prescribing, our ProDUR solution can “plug-and-play” into your pharmacy program using the same rules as your claim adjudication process.

In addition, our ProDUR solutions help you increase patient safety without adding administrative burdens on providers, improving provider relations. Your members need to be protected from receiving therapies from multiple prescribers that may interact adversely. But rather than use pharmacists’ time to cross-check them manually, we use member history and claims data to automatically review therapies at the point of service to uncover any therapeutic conflicts. This final line of defense prevents incompatible prescriptions from ever reaching the patient.

Through these automated ProDUR recommendations, we help you encourage better prescribing practices and adherence to your program’s guidelines, enabling your providers to make better-informed prescription decisions.

### **RetroDUR: Improve Drug Programs with Retrospective DUR**

We help you control costs over the long term with population-based RetroDUR interventions. Our program educates prescribers in treating patients according to best practices and PDL guidelines. We also evaluate your program’s processes and rules and uncover opportunities for improvements that ensure appropriate therapies for your members. But rather than focus only on individual cases, our clinical analytics review and analyze your population’s medical and pharmacy issues (including mental health and specialty medications) to easily trace sub-optimal therapy sources.

#### Our Qualifications

- More than 26 years' experience providing comprehensive pharmacy benefit management solutions.
- Clinical decision support systems in state Medicaid programs, the District of Columbia and the U.S. Department of Labor.
- Annual processing of more than 235 million pharmacy claims totaling nearly \$13 billion.
- Experienced call center professionals (including pharmacists and pharmacy technicians) responding to more than 4.2 million calls and faxes annually.
- Active involvement with the National Council for Prescription Drug Programs.

Our RetroDUR solutions review and analyze prescribers' patterns to prevent recurring inappropriate use or patient abuse. We then make necessary interventions – from widely distributed clinical education letters to individual prescriber visits – to prevent recurring inappropriate use and establish best practices for future prescriptions. Our approach reduces intervention costs and produces a multiplier effect: an intervention to 500 providers can improve care for more than 5,000 patients. And if your prescribers want in-depth assistance, our staff of trained pharmacists is also available to meet face to face to discuss specific patient cases. This combination of RetroDUR services fosters better drug choices and prescribing practices, increasing prescriber compliance.

#### Improved Outcomes

We help prescribers identify appropriate, cost-effective medications and reduce the potential for costly medical errors and miscommunication – all without extra administrative burdens. It's easy to see the benefits for program processes. But what can our solutions do for your budget? Look at the results of our ProDUR evaluations on drug spend. By preventing reimbursements for rejected claims, we've saved one state an average of over 17 percent annually since 2006; we've also saved Maryland 10.5 percent since 2007. Or, look at our RetroDUR interventions. Since 2000, we've saved Texas more than \$45 million by implementing an innovative and customized RetroDUR program. We encouraged better prescribing practices in another state, decreasing ER visits by 40 percent and hospitalizations from adverse drug interactions by 33 percent.

If your pharmacy program could use similar savings, contact us. We do more than review drug utilization – we can also review your program's utilization, too.

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

