

## Medication Reconciliation and Management Solution

Increase patient safety while reducing your program costs.



### Solution Features

- Reduces adverse drug effects by monitoring drug prescriptions and therapies.
- Increases communications during care transitions to prevent medication errors.
- Creates connections between providers and prescribers to close gaps in care.
- Ensures effective medication therapies while enhancing patient safety.
- Educates patients on conditions and prescriptions to prevent readmissions.
- Monitors patient progress to ensure compliance with plan of care.

Are your members receiving their prescribed medications? People can move across several settings during treatment and correct prescriptions must go with them. But miscommunications about medications can lead to adverse events and increase care costs. Our solutions keep patients safe and budgets under control.

Lack of communication is a costly issue for healthcare programs. Hospitals try to prevent expensive readmissions following care episodes, but have few connections to a patient's primary care physician. But these physicians rarely have contact with patients between office visits and have limited knowledge of other providers' diagnoses or prescriptions. The risk increases as patients move across different care settings and see multiple care providers. They are asked about important details about their condition that they may not know or understand, causing information to be lost, misinterpreted or incomplete. These communication breakdowns can lead to serious medication errors, safety risks and adverse events that cost health programs billions every year.

But with Medication Reconciliation and Management Solutions from Conduent, you can keep all stakeholders in a member's care connected and informed.

Our assessment tools enable our care management team to assess member health status, review medications with members and providers and collaborate on updated care plans. We open lines between care settings and prescribers and regularly analyze prescription information to verify the medications a member should be taking – and uncover ones they should not. We also educate members, helping them understand the details of their care to avoid future issues. Our comprehensive approach helps you ensure that your members receive appropriate treatment at every point of their care.

### Reconciliation Improves Communication and Care

#### Member Identification

Medication reconciliation begins by identifying members with greater risks of adverse effects resulting from miscommunication. They typically have multiple physicians and other healthcare providers and take several prescriptions, often for more than one chronic condition (e.g., diabetes and cardiac problems). When a high-risk member enters a care setting and files a claim, it undergoes utilization review to verify eligibility for service. Members with high risk scores are enough flagged in our system for further review.

### Management Helps Members Stay on Track

Our involvement doesn't stop with education. We conduct regular assessments to monitor the member's condition and help them stay on track.

Our care managers monitor and analyze medication utilization rates and note if they start to deviate from the plan. If we find evidence of non-adherence, we contact the member and provide additional education and ideas to help them follow their plan.

Our care managers also inform their primary physician of the interruption in the plan of care and review possible causes.

With this information, the physician can make plan adjustments that make it easier for the member to meet their health goals. This helps the member avoid a readmission – and the extra costs it brings. If the member does need to be readmitted, we work with the member's physicians to update the plan of care accordingly.

### A Proven Record of Expertise

- More than 20 years' experience implementing Analytics and Total Population Health Management solutions
- Designation as a QIO-like Entity from CMS
- Multiple accreditations from URAC:
  - Health Utilization Management
  - Disease Management
  - Case Management

As the member moves across care settings, we re-examine their complete medical histories at each transition point. Our care management system documents the information that the member provided when the care episode began. Because we connect the records from all physicians and prescribers, we can quickly analyze their medication list and find any discrepancies. Our solution also helps us identify any potential adverse effects from medications prescribed by different physicians.

After identifying at-risk members and their potential issues, we then review the information with the necessary prescribers so they can update prescriptions and provide members with safe, effective alternatives. Once the corrections are complete, we work with the appropriate stakeholders so they can use more suitable medications.

### Member Education

Following a care episode, we educate the affected member about their updated plan of care and help them stay on it. We review their prescription changes and why they were made, as well as discuss the details of their condition to ensure that they understand how different medications can affect their health. We also provide members with educational brochures, mailings and other communications that demonstrate the importance of following their personalized plan of care.

### Healthier Budgets and Safer Patients

Our URAC-accredited Medication Reconciliation and Management solutions help improve both the health of your chronically ill members and the safety of their care. We not only catch potential medication issues early; we also provide education and management tools that keep your members more engaged with their treatment and more knowledgeable about their care plans – and that helps you prevent costly readmissions and unnecessary treatments. You spend less on the services required to respond to emergencies, as well as the administrative costs needed to process member readmissions.

Our solutions enable you to direct the savings to programs that benefit all program members. What's more, we enhance your program's quality measures, better aligning you with the goals of the Affordable Care Act without increasing your administrative burdens. And that means securing additional federal funding to continue enhancing the care of the people you serve.

To learn how you can avoid future costs, improve safety and maintain quality of care in an easily implemented solution, contact us today.

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

