

# Payment Integrity Solutions

Pharmacy Audit and Ancillary Services



# Conduent Pharmacy Audit Evolving and Meeting Customer Needs

Conduent Payment Integrity Solutions (Conduent) understands that it is important to listen to the needs of its customers and to adjust to the changing environment of the pharmacy industry. As healthcare in our country evolves, Conduent looks for ways to enhance its service offerings to deliver the best pharmacy audit program in the industry. We provide a comprehensive pharmacy audit package that will help to contain rising pharmacy expense, return overpayment money to its customers, as well as to provide aggressive oversight and a deterrence against fraud, waste and abuse.

In addition to our traditional onsite, desktop and Rx Claim Check concurrent claim reviews, we have also developed five additional services, which together with our traditional audit services, forms the nucleus of our pharmacy audit and compliance program. These ancillary services are Invoice Audits, Pre and Post Network Enrollment Onsite Credentialing, Enhanced FWA Audits and Drug Manufacturer Rebate Audits.

At a time when pharmacy and medical expense is spiraling out of control, healthcare payers and their members are looking to make sure that every dollar they spend on healthcare is spent judiciously. It is necessary for healthcare delivery systems to maintain a proactive stance with their provider communities to minimize the occurrence of fraud, waste and abuse. Our customers are seeking a partner with this same goal.

The following is a brief overview of our services, which make the Conduent pharmacy audit program the best of breed in the industry.



# About Conduent

## Our People

Conduent has experienced internal staff that includes our frontline customer service team along with our client coordinators and managers. We currently use the services of professional field auditors in various regions of the country. Our auditors are either Doctors of Pharmacy (PharmD), Registered Pharmacists (RPh) or Certified Pharmacy Technicians (CPhT).

Our auditors are employees of the company and work out of their home states. Locating the employees within their home states offers our clients the additional benefit of having staff with the built-in knowledge of their states' legal policies and procedures. All the work related to our audits is coordinated through our home office in Cherry Hill, New Jersey.

## Our Technology

Conduent utilizes state of the art technology and analytics that enhances our ability to provide our customers with comprehensive audit solutions. Our FWA Detection System program is a constantly evolving, proprietary application developed by Conduent. It utilizes advanced analytic methodologies to identify aberrant and potentially abusive behavior by providers and/or recipients. The result is a ranking of providers based on their risk score, which then is used to identify audit targets.

## Pharmacy Audit Services

Conduent provides a full menu of pharmacy audit services to meet client needs including, but not limited to the following:

- Retail Pharmacy Audits – In-store and desk
- Rx Claim Check – System concurrent claim review
- Long Term Care Audits
- Mail order Drug Audits
- Specialty Pharmacy Audits
- Invoice Audits
- Enhanced FWA Audits
- Hernandez Audits(Florida Medicaid MCOs)
- Drug Manufacturer Rebate Audits
- Pre Pharmacy Network Onsite Credentialing
- Post Pharmacy Network Onsite Re-Credentialing

## Reporting

In addition to our state-of-the-art FWA Detection System, another key factor that sets Conduent apart from the competition is the ability to share data through the use of a secure website for delivery of real-time, line item detailed reports on audited pharmacies. Electronic data reports can also be shared through the upload/download capabilities available on this secure website. Conduent also provides an interactive Data Dashboard for various audit results and reports. We provide a significant standard reporting package and offer the flexibility for the customer to customize their reports.

## Service, Pricing, Value and Results

Whether the customer is big or small, the same keen focus on service is provided to all and is regarded as key to our continued growth and satisfaction in the market place. We deliver competitive pricing based on scope of services purchased and volume of audits provided. We are rarely under cut on price and because of the breadth of resources we have available, we can scale to meet the needs of even the largest insurance company or PBM in the nation.

We understand that some of our customers may continue to want some audit functions performed internally, but find that with resource constraints, can't handle contractual obligations or the high expense of onsite auditing or credentialing. Conduent is flexible and can accommodate either full outsourced engagements or support overflow situations when customers have a need.

Along with price, our people, technology, service and audit results (ranging from 5-9 to 1) provide our customers with the "Best Value" in the pharmacy audit industry. Whether it is a full outsourced engagement, supplementing in overflow situations or on boarding of staff, Conduent can provide the pharmacy audit solutions that make sense economically and with proven results. Should we be honored to earn your business, implementations are fast, generally in 90 days and headed up by a dedicated account manager that will guide the process through to conclusion. Let us know how we can help, we would welcome the opportunity to present our services and show you how we can save you money and improve your results.



## Comprehensive, flexible and effective.

### The right Rx Audit program for all customers.

- Advanced analytics and provider scoring
- Multi-faceted claim analysis and audit selection
- Proven audit methodologies
- Comprehensive reporting
- Collaboration with client SIU and stakeholders
- Multiple ROI touch points
  - Hard dollar Recoveries
  - Soft dollar savings
  - Sentinel
  - Provider education
- Appeal defense

Conduent has emerged as the leading health care auditing company in the country by combining innovative technology, industry expertise and high-level quality support to deliver efficient, thorough, and defensible auditing results for our clients.

We are nationwide in scope and perform over 25,000 audits per year, in all 50 states, and Puerto Rico. The combination of innovative technology, seasoned auditing professionals, local and national experience, and extensive knowledge of health care systems makes Conduent an ideal partner to assist in the proactive search for fraud, waste and abuse and mis-paid claims within the provider network.

We have over 34 years of experience helping payers contain the cost of providing quality healthcare to groups and members throughout the country. Conduent delivers innovative pharmacy audit and ancillary compliance services to PBMs, insurance companies, MCOs, Blue Plans and government programs. Our pharmacy solutions represent a “Best Value” in the industry encompassing service, experience, price and results.

Learn more at [www.conduent.com](http://www.conduent.com).

