

## Rx Claim Audit Services



ClaimInsight™ software:

- Helps recover funds lost from overpayment
- Uncovers even minor issues that result in big losses
- Average ROI of 2:1 to 4:1

Ours is the most robust, scalable pharmacy auditing service in the United States. We analyze program guidelines, service agreements and other program materials, as well as conduct a comprehensive prescription claim review to identify areas of loss or risk.

### What We Can Do for You

Our national Audit and Reporting group specializes in navigating the complexity required to ensure accurate payment of Rx benefits and takes the guesswork out of conducting an audit. Not all Rx claims are alike. We offer a distinctive methodology with our Custom Audit. By partnering with us, you can be sure that you are only paying for valid plan expenses.

### Custom Claims Audit

We use Custom Audit methodology in order to review 100% of the prescription drug claim data. This two-step process begins with a 100% electronic review of all paid claims and ends with an extensive review of specific claim issues with the Pharmacy Benefit Manager (PBM) through the Custom phase.

**Step 1:** Electronic review. We model your benefit plan (i.e. pricing, copayment/coinsurance, exclusions, contract provisions, etc.). This allows for a complete electronic in-depth analysis of each paid claim. When each claim is passed through our SmartTable filter, only those demonstrating a possible deviation from standard administrative practices, regulatory guidelines, or client specific plan features are presented to the analysts and auditors for further review within the Electronic Risk Assessment (ERA). The ERA is a collection of analytical claim reports that include an auditor's interpretation.

**Step 2:** Custom Phase. Because the dollar amount associated with each claim is relatively small, the value of reviewing only a sampling of claims is minimal. We incorporate remote data mining audit sample review and re-testing in order to validate or resolve identified exceptions. Confirmed errors will trigger further data mining for "like errors" and coordination with PBM to determine if each error is isolated or systemic. All audit findings are consolidated in a final audit report and presented to the client at the conclusion of each project.



#### Learn More

To find out more, contact our Health Practice consulting team at 1 866.355.6647 or [hrservices@conduent.com](mailto:hrservices@conduent.com).

[www.conduent.com/hrservices](http://www.conduent.com/hrservices)

#### Why Choose Us

We make it easy for you. Our subject matter experts, coupled with Conduent™ technology and innovation, have produced a cutting-edge, dedicated national Audit and Reporting team to bring you dynamic auditing services. We have the capabilities to produce exceptional results and first rate service for you, all at the speed of Conduent.

#### People

- Dedicated experienced claim auditors
- Previous carrier internal audit experience
- Designated audit coordinators
- No subcontracting to third parties

#### Technology

- ClaimInsight™ propriety software
- Analyzes 10m records/minute
- SQL reporting power
- Customized filtering
- Flexible methodologies
- Traditional audit
- 100% data review
- Quality control validation procedures

#### Results

- Average ROI results are 2:1 – 4:1
- Corrective action recommendations prevent future errors
- Custom reporting options

**Experienced, tenured management.** Our core management team is driven by customer satisfaction and results. With an average of 15+ years' in the pharmacy industry, we provide world-class service.

**Innovative technology.** We're continuously at the forefront of technological advancement.

Our culture of innovation permeates our work and we have the highest commitment to automation and software development. Our proprietary software, ClaimInsight™ is used to manage all aspects of claim audit projects. High-tech services and high-touch delivery are the core of our practice.

