

Prescription Drug Management Solutions

Combat prescription drug abuse and misuse.



Tips for targeted risk control

To identify claims with potential for high risk, focus on claims that involve acute injuries, claims that reveal a large increase in pharmacy spend, or claims with annual pharmacy costs at or above the \$3,000 level. Other good identifiers include multiple medications, especially multiple analgesics, and cases that are still open a year or more later from the date of injury.

If solving the prescription drug abuse epidemic was easy, you wouldn't be reading this. But the fact is, we're nowhere near finding an answer. Drug overdose deaths and opioid-involved deaths continue to increase in the United States. According to data on the website for the Centers for Disease Control and Prevention, the majority of drug overdose deaths – 66% – involve opioids.

The national opioid epidemic escalated in 2016. That year, the number of overdose deaths involving prescription opioids and heroin was five times higher than in 1999. Today, 115 Americans die every day from an opioid overdose.

While our country continues to debate how to get the problem under control, you can take action now.

Solution overview

Because prescription drug and opioid abuse is a multi-faceted problem, it requires a multi-faceted, data-driven solution. Conduent offers targeted clinical services and expertise to comprehensively confront the issue at each stage of patient care.

Stage 1 - Identification and analysis

- Utilization review
- Clinical peer review
- Risk assessment and scoring

Conduent utilization review nurses and peer review physicians prospectively determine the medical necessity of medications at the time they are prescribed and every 30 days of continued use thereafter. Psychosocial assessment and other risk scoring tools can also be applied to screen for barriers to recovery such as depression, anxiety and substance abuse disorders.



The Pharmacy Nurse - RxRN

Pharmacy nurses provide an additional level of oversight beyond the typical pharmacy benefit manager (PBM) partnership. These specialists are fully dedicated to your program and employ strategic intervention to ensure prescription regimens for injured workers are appropriate, effective and prevent chemical dependency.

Stage 2 - Prevention and education

- Nurse case management
- Patient education
- Provider outreach

Holistic oversight and education play a huge role in managing opioid utilization and preventing substance abuse. Conduent nurse case managers engage with injured workers upon their first prescription fill.

With prescribed narcotic therapy, there is a great risk for misuse and abuse, which can lead to increased health care costs due to over-utilization and adverse drug reactions. Provider outreach can improve clinical outcomes and reduce drug expenditures as well as related health care costs.

Stage 3 - Monitoring and management

- Pain management programs
- Drug screenings
- Roundtables
- Pharmacy nurse services

Opioids alter the perception of pain by reducing the intensity of pain signals sent to the brain. With long-term use, the potential for addiction, abuse and misuse can occur, prolonging disability or delaying return to work.

Conduent's clinical teams help create optimal outcomes by working with physicians, pharmacists, adjusters and patients to develop customized pain monitoring and management plans that include successful exit strategies.

For more information about Conduent Workers Compensation Services, visit us on the web at www.conduent.com/workers-compensation-solutions