

Proven Solutions for Managing Public Drug Benefit Programs



Helping States Administer Diverse Pharmacy Benefits

The Changing Dynamics of Pharmacy Benefits Management

The Affordable Care Act (ACA) ushered in new prescription drug coverage for millions of Americans, and additional pharmacy requirements with it. This puts a heavy strain on how Medicaid agencies manage the pharmacy benefits for an increasingly diverse beneficiary population. Most of the existing solutions are slow or unable to adapt to the fundamental shifts in how drug benefits now need to be managed under the ACA. Most importantly, they lack the ability to fully automate the entire prescription drug lifecycle — from pre-authorization to payment — and to integrate it across multiple information systems. DecisionPoint™ for Pharmacy Benefits Management (PBM) is a configurable solution that helps Medicaid agencies adapt to the new requirements resulting from the shift to Medicaid managed care and the ACA.

Experienced Market Leader Across North America

Our solutions have been in use for more than ten years in Canada, operating in 70 percent of the country. They have been widely adopted due to unrivaled flexibility and functionality. We have partnered our expertise in business process management services with pharmacy benefits operations to develop an extensive solution that can be readily applied to Medicaid programs. This DecisionPoint for PBM solution manages multiple, diverse drug benefit programs under a single umbrella with a flexible rules-engine based system.

Flexible and Adaptable Solution

DecisionPoint for PBM is a flexible and adaptable solution that includes multi-program management capabilities that enable Medicaid agencies to input separate rules for each of their coverage programs, such as Medicaid, CHIP and Long-Term Care. It enables states to vary their Prior Authorization (PA) rules, adjudication rules and Drug Utilization Review (DUR) rules across programs with a single software application, making obsolete the use of disparate systems that are unable to share common rules. MAXIMUS can also input new rules and modify changes to provide a real-time update across the PBM program.

With DecisionPoint for Pharmacy Benefits Management's multi-program capability, each program can have its own:

- Beneficiary eligibility criteria
- Prescriber populations
- Member pharmacies
- Benefit lists
- Fees, unit prices and reimbursement rates
- Edit capabilities and business rules
- ProDUR configuration
- Instant PA configuration

Success in Action

In Canada, the government of Newfoundland and Labrador leveraged the MAXIMUS solution to keep up with consistent growth in its prescription drug program while decreasing administrative costs. Before DecisionPoint for PBM, transaction volumes were 2.7 million claims for more than 93,000 clients with a total paid value of claims in excess of \$100 million. The use of DecisionPoint for PBM resulted in the processing of 3.8 million paid claims for more than 108,000 clients with a total paid value of claims of nearly \$145 million.

Advanced Decision-Making Through Data Integration

DecisionPoint for PBM also brings a sophisticated ability to integrate other health data systems and process them through the rules engine. This enables automated processing and simplified decision-making through the aggregation of information into a single view. With the ability to access medical histories, diagnosis data and other important information, DecisionPoint for PBM provides quicker and more advanced decision making for both claims authorization and PA processes.

Removing the Administrative Burden of Prior Authorizations

One of the most cumbersome pieces of PBM is handling prior authorizations. DecisionPoint for PBM uses its sophisticated rules-engine to remove the administrative burden on providers and ensure that beneficiaries have access to the medications they need. Using integrated data, it results in more efficient processes that help in both utilization and in containing costs. For example, rather than having a doctor provide previous records of a patient to prove they have the prior authorization for the drug prescribed, DecisionPoint for PBM tracks the drugs and can authorize the pharmacist to immediately dispense the drug.

If that information is not available, MAXIMUS staff are on hand to review and either approve the request or deny and escalate the request to clinical resources.

One Focus, One Source

MAXIMUS has maintained a single focus on government service since 1975. Our dedicated professionals help government agencies provide essential health and human services to children, adults and families in need. We combine 40 years of program experience with innovative thinking and a caring attitude of partnership and shared goals. Every process, procedure and project we undertake is empowered with deep subject matter expertise focused on delivering high-quality cost-effective solutions that help government agencies fulfill their missions. We invite you to contact MAXIMUS to discuss how our comprehensive range of health and human services capabilities can support your needs.

DecisionPoint provides states with actionable information to make better, more accurate and consistent program decisions faster.

To learn more about how to improve the management of your drug benefit programs, schedule an interactive demonstration.

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