Delivering clinically based proven solutions for managing total pharmacy spend, unit cost, and utilization

With advancements in pharmaceutical treatment and rapid increase in new therapies, pharmacy spend in workers’ compensation has grown to nearly 20% of medical costs—and is expected to continue escalating.

The challenge is to successfully predict and manage the drivers of pharmacy costs and maintain quality care. The solution is partnering with a Pharmacy Benefit Manager (PBM) that understands workers’ compensation.

Successfully Managing Pharmacy Spend and Administrative Costs

We have the clinical expertise, analytical tools and industry knowledge—combined with extensive experience processing millions of pharmacy transactions—to deliver proven solutions for cost containment and forecast industry direction. Our comprehensive PBM solution addresses key challenges that drive pharmacy spend: network penetration, unit cost, utilization, administrative costs, compliance and service quality.

Optimizing Network Penetration and Controlling Unit Cost

Our unique solution addresses all aspects of pharmacy transactions through customizable, proprietary programs focused on network penetration, quality care and unit cost control. With reliable data and clinical oversight of claims, clients gain greater control over costs and an increased ability to support improved health outcomes.

- Our owned, directly contracted Retail Network of nearly 67,000 pharmacies includes national chains and independent outlets plus specialty partnerships with several of the largest pharmacy chains to increase in-network transactions. Other components, such as the First Fill program and Pharmacy Card program help ensure transactions are easily captured in-network at point of sale.

VitalPoint®

Cost Containment Through Online Claims Management

VitalPoint, a real-time web portal for claim and reporting management, enhances efficiency, drives better outcomes, simplifies the claim management process, and reduces the administrative burden of managing workers' compensation claims. VitalPoint delivers cost containment across the entire claim lifecycle.

VitalPoint benefits:

- Real-time authorization of pending transactions and ability to enter claim-level notes
- Smart routing to appropriate decision maker(s) of pending medication decisions based on customized, client-specific business rules
- Eligibility and utilization information updated real-time
- Automated processes that streamline workflows, including delegations, transfers and automatic escalations
- Integrated First Fill Cards and Pharmacy Cards
- Pharmacy Locator
Pharmacy Benefit Management Program Overview

- **Mail Order Pharmacy** delivers additional savings through lower unit costs and dispensing fees. The program manages chronic medication needs and provides the convenience of home delivery. We employ a multi-prong strategy to recruit injured workers into the mail order program, driving an industry-leading penetration rate.
- To capture out-of-network transactions, our **PharmaComplete™ Specialty Network** includes partnerships with physician dispensers, occupational health clinics, mail order pharmacy providers and compounding pharmacies. These flexible programs enhance network penetration, control utilization and drive savings.
- Full control and ownership of **SRPS**, the nation’s largest 3rd party biller, allows us to process transactions submitted to SRPS as in-network at the point of sale. This results in an industry-leading average network penetration in excess of 95%.

**Controlling Utilization**

Our PBM approach maximizes value by containing the unit cost of drugs, while managing utilization and appropriateness throughout the claim lifecycle for optimal health outcomes for injured workers. Through one of the most advanced clinical programs in the industry, clinically sound and evidence-based interventions ensure safe dispensing. Our proprietary clinical program is supported by patent pending data-driven analytics, designed to apply interventions at specific stages in the claim lifecycle and is customized for each client:

- Prospective programs review and manage appropriateness and utilization during the early stages of injury starting at the point of sale and continuing throughout the lifecycle of a claim.
- Concurrent interventions address high-risk or high-cost therapy in chronically injured individuals.
- Retrospective services address chronic and complex cases where use of high-risk and high-cost therapy has continued despite prior clinical interventions.

We also provide a Population Risk Scorecard created specifically for each client’s injured worker population that will assist them with quantifying the severity of medication-related issues within the population as well as identifying which clinical programs are the highest priorities to implement.

**Lowering Administrative Costs**

Our program is supported by our Pharmacy Center of Excellence, which is built on strong capabilities that drive down administrative costs by increasing efficiencies. We achieves this through:

- State-of-the-art call center available 24/7/365
- Best-in-class account management, network management, and reporting and implementation, delivered by highly tenured staff focused solely on workers’ compensation
- Dedicated and experienced Government Relations and State Reporting teams work to address state-specific issues and actively participate in industry forums to help clients remain compliant
- Technology-enabled claim management and reporting systems
- Online tools: Pharmacy Locator, Ask a Pharmacist, MyClaimsKit.com, medication references, mail order resources and state regulations

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**About Optum for Workers’ Compensation**

The workers’ comp division of Optum collaborates with our clients to deliver value beyond transactional savings while helping ensure injured workers receive safe and effective clinical care. Our innovative and comprehensive medical cost management programs include pharmacy, ancillary and managed care services from first report of injury to settlement.

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