

CASE STUDY

ELECTRONIC PRIOR AUTHORIZATION

Discount Drug Mart's ePA Solution and
Medication Adherence Program



covermy meds®

BACKGROUND

Discount Drug Mart has always valued and implemented a “patient first” philosophy, making the obstacles presented by medication prior authorization (PA) important to address.

The strenuous paper PA process required Discount Drug Mart pharmacists to spend valuable time calling and faxing PA requests. Time that could instead be directed toward patient-centered services. Beyond time implications, the manual workflow often resulted in delays in therapy and patient frustration, leading to prescription abandonment.

OBJECTIVES

RESULTS



AUTOMATE

Initiate a prior authorization (PA) request electronically within Discount Drug Mart's PioneerRx Pharmacy Software, which lands in the prescriber's hands for completion either electronically or via fax.

96% Pharmacy Utilization



EXPEDITE

Accelerate the prior authorization (PA) process in an effort to decrease the time pharmacists spend on PA and reduce follow-up phone calls to prescribers.

Increased Pharmacist Satisfaction



ADHERE

Decrease time to therapy for the patient by eliminating manual faxes and phone calls.

**100% Increase in Prescriber Access
50% Faster Time to Therapy**

The biggest improvement has been not getting calls from MDs needing more information, such as patient ID or phone number. **It saves so much time and frustration on all levels!**

COVERMYMEDS SOLUTION & WORKFLOW

Working in conjunction with Discount Drug Mart, CoverMyMeds implemented their EasyButton electronic prior authorization (ePA) solution through an integration with the pharmacy software vendor, PioneerRx.



CoverMyMeds' EasyButton solution includes the following capabilities:

Retrospective PA Initiation

This functionality allows a PA request to be initiated in the pharmacy software, within workflow, when a claim is rejected by a patient's health plan. The pharmacist simply clicks one button on the rejection screen to auto-start the PA request.

Autofill Required Information

Information required to initiate a prior authorization is auto-populated from the claim into the PA request for the designated payer. Information includes patient, prescriber and medication data. CoverMyMeds automatically selects the correct form.

Prescriber Notification

Alerts the prescriber of the initiated PA request by either sending a key to access the request in CoverMyMeds, or displaying the request within the prescriber's electronic health record (EHR) dashboard. Once the prescriber completes the request it is electronically sent to the payer for determination.

Central Intake

Establishes a single connection point for all external prior authorization sources, including the CoverMyMeds web application, EHR systems and prior authorization clearing houses, streamlining all requests into one workflow.

Auto Determination

Enables health plans to apply determination criteria to PA requests, often in real time. Any request completed by the prescriber and automatically determined to meet criteria set by the plan is instantly approved.

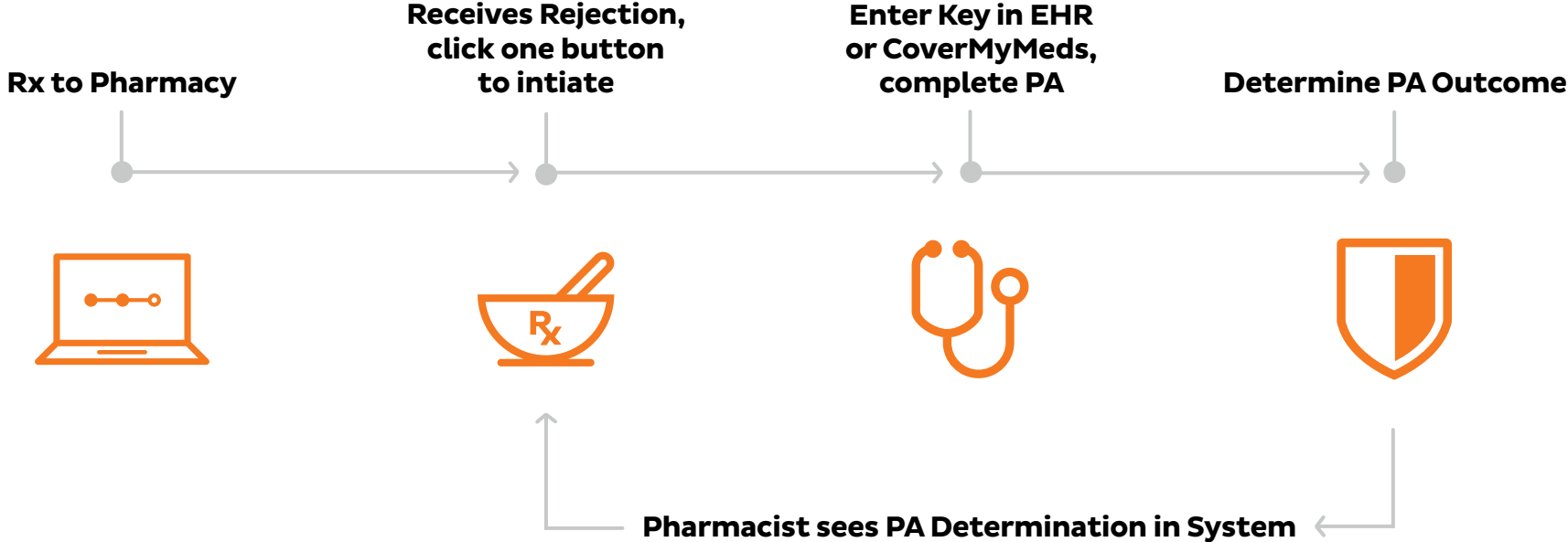
Pharmacy Notification

Pharmacists see the outcome of the PA determination within their pharmacy system software.

Workflow Management

The CoverMyMeds dashboard holds all current PA requests, documents actions taken and archives past requests.

COVERMYMEDS RETROSPECTIVE WORKFLOW



“ It is so easy to request a PA and saves me so much time. Especially since the number of PA requests needed is going up! ”

IMPLEMENTATION

CoverMyMeds worked with Discount Drug Mart and their pharmacy system vendor, PioneerRx to create ePA utilization by all Discount Drug Mart pharmacists, targeting them within pharmacy system training, as well as at the point of a claim rejection.

It has taken a very time consuming job and **simplified it to a click of a button.** The paperless aspect is also very nice.

TACTICS TO DRIVE ADOPTIONS INCLUDED:



Pharmacy system training



Online demonstrations for pharmacists



All store pharmacist meetings



Discount Drug Mart management training

RESULTS

CoverMyMeds' integration achieved the following results.

96%



PHARMACY UTILIZATION

Since rollout to all 73 Discount Drug Mart locations, 96 percent actively utilize CoverMyMeds to manage prior authorization for medication, with an average of 60 prior authorization requests initiated per month per store.

100%



INCREASE IN PRESCRIBER ACCESS

The rate at which a prescriber completed a PA request electronically doubled when online access instructions were provided and the paper PA form was withheld.

50%



FASTER TIME TO THERAPY

Patients were able to receive their medication 50 percent faster by electronically initiating a PA request, compared to the manual process of faxing and following up by phone.

INCREASED PHARMACIST SATISFACTION

Discount Drug Mart pharmacists expressed a significant increase in satisfaction when provided with an electronic solution versus the outdated, paper PA process.

“The process has **freed up time to perform many other valuable services** for our customers, such as immunizations.”

LEARN MORE ABOUT HOW EPA FITS INTO THE COVERMYMEDS PAYER SOLUTION SUITE:

go.covermymeds.com/solutions



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