

MedAssess™

## TARGETED INTERVENTION

### Effective strategies and clinical focus for controlling the risks and costs of chronic care.

When a claim migrates from the acute to chronic phase of injury, the risks and costs associated with inappropriate use and prescribing of medications, products and services increase. PMSI understands the concerns about having limited insight and resources to identify injured workers at risk and intervene, as necessary. The solution to address this concern is available through PMSI's integrated MedAssess™ program.

As the second level of care in the MedAssess program, Targeted Intervention works to assess and address care issues through prescriber alert and intervention services. The program applies a risk-profiling methodology to uncover situations that might go unnoticed at the individual prescriber or pharmacy level. Using population-based screening, MedAssess identifies high-risk or high-cost injured workers and reaches out to prescribers and claims professionals to improve care. It is part of PMSI's holistic care management model for controlling costs across the claims lifecycle through clinical expertise, robust informatics, and dedicated service.

#### Targeted Intervention Results

When MedAssess intervenes, the result is more appropriate care and better health outcomes for the injured worker. In addition, reduced costs and a higher level of service are provided to the payor. Typical successful results for the MedAssess Targeted Intervention program include:

- **High-Risk Profiling** service delivers a 28% reduction in total drug spend for high-risk injured workers when converted to more appropriate therapy
- **Generic Conversion** service achieves 20% – 60% savings, depending on the drug, when changes are made from brand to generic formulations
- **Multiple Prescriber** service converts 90% of injured workers using multiple physicians for narcotic prescriptions to a single prescriber

## Proven Solution: MedAssess – Targeted Intervention

**PMSI's Targeted Intervention program positively impacts pharmacy spend through the following services:**

### High-Risk Profiling

Once identified through database screening, high-risk pharmacy records are reviewed by our highly trained and credentialed clinical pharmacists for inappropriate medication use that may lead to increased medical and pharmacy costs. As part of our High-Risk Profiling service, our pharmacists reach out to the treating physicians to alert them of their patients with high-risk medication concerns. Important service benefits of High-Risk Profiling include:

- Works proactively to identify high-risk injured workers
- Identifies savings opportunities associated with duration of therapy changes, elimination of duplicate therapies, generic conversions, and excessive dosages
- Prevents unnecessary medical costs and hospitalizations associated with unresolved medication issues
- Manages risk by alerting customers about injured workers who may need additional vigilance and follow-up by case management

### Generic Conversion

By reaching out to prescribers and injured workers regarding the safety and effectiveness of generic medications, our Generic Conversion service facilitates conversion of brand-name medications to their generic equivalents. PMSI maximizes the opportunity to increase the generic efficiency rate by going beyond generic mandatory regulations to drive the use of generic medications. The Generic Conversion service includes the following outcomes:

- Works to identify high-cost prescriptions where generic alternatives are available
- Reduces drug spend without affecting care
- Educates injured workers and prescribers regarding the use of generic medications

### Multiple Prescriber

By reducing the number of narcotic prescribers, this intervention reduces the risk of patient confusion, drug interactions, therapeutic duplications, and additive adverse effects in injured workers with chronic pain. It also deters behavior typical of drug abuse or diversion. The Multiple Prescriber service includes the following benefits:

- Addresses areas of concern, such as narcotic use and pain management
- Reduces risk, secondary to reduction in number of prescribers
- Decreases overall drug spend
- Improves injured worker care

## THE FOUNDATION OF MEDASSESS

MedAssess ensures appropriate utilization, effective intervention and care management support across the claims lifecycle. This insightful, innovative program is based on PMSI's experience gained over 34 years as one of the nation's largest providers in the workers' compensation industry and access to in-house, proprietary informatics and reporting drawn from first-hand knowledge backed by years of claims information.

MedAssess is built on a robust foundation of data intelligence and PMSI's in-depth experience as a pharmacy benefit manager, durable medical supplies and equipment partner, and Medicare Set-Aside provider. MedAssess is managed by highly trained clinical pharmacists and nurses with extensive experience in the pharmacological therapy and medical treatment of workers' compensation injuries.

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Proven Solutions for Cost Containment

Founded in 1976, PMSI is a leader in developing solutions to control the growth of medical costs in workers' compensation. As one of the nation's largest and most experienced companies focused solely on workers' compensation, we deliver proven solutions for cost containment across the claims lifecycle. PMSI's solutions for Pharmacy, Medical Services and Equipment, and Settlement Solutions deliver quantifiable results and improve the quality of care for injured workers. We provide our customers with the innovation, focus, expertise, analytics and technology needed to successfully deliver workers' compensation benefits.