

Success Story

Profile Topic: TPA Customer Challenges

Client Type: Hospital

Number of Members: 3,000

AdvancePCS supports third party administration of pharmacy benefit plans with a wide range of services for companies of all sizes. Whether it's a large corporation or a small organization, we work with third party administrators and their customers to deliver customized solutions that offer worry-free plan management and cost control.



A Hospital Needs Help

A 3,000-member hospital – after consolidating its medical and prescription benefit services into a single plan overseen by a general health insurance company – experienced serious problems and costly inconveniences. Its provider lacked specific expertise in providing pharmacy benefits, with some of the results being:

- ✱ Benefits staff were overwhelmed by telephone calls from patients unable to get their prescriptions filled due to problems with the Prior Authorization system.
- ✱ Generic drugs were often processing at the wrong copayment level, causing members to overpay for generics.

- ✱ The health plan never delivered on pharmacy benefit reporting, causing the hospital to operate in the dark regarding its drug spend and members' pharmaceutical care.

AdvancePCS goes to work

To resolve these problems, a third party administrator recommended that the hospital contract with AdvancePCS. An AdvancePCS account team quickly analyzed the situation and went to work. Here's what they accomplished:

- ✱ The hospital's Prior Authorization criteria were immediately adjusted to better reflect the plan's clinical objectives, and member complaints vanished.
- ✱ AdvancePCS' state-of-the-art reporting provided the plan and the TPA with comprehensive information to examine utilization, explore drug trends, benchmark plan performance, and control prescription costs.
- ✱ The hospital opted for a number of cost-containing services to keep things running smoothly, including the Performance Rx intervention and cost containment program, mail service, formulary management, and three-tiered copays.

See reverse



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Customized Service Delivers Results

Backed by the power and resources of America's leading health improvement company, AdvancePCS brought state-of-the-art pharmacy benefit management services to this hospital, meeting its needs for improved plan management, informative reporting and lower costs.

The hospital has since stabilized its drug spend and implemented Performance Rx, AdvancePCS' voluntary intervention and cost containment program. Plan members now benefit from the AdvanceChoice network of approximately 60,000 network pharmacies, a full service mail order pharmacy, and convenient member service phone support available 24 hours a day.

The third party administrator and the hospital said the flexibility of plan options provided a significant improvement over the previous, one-size-fits all service. "Experiencing the quick response of the account team in resolving problems was the key in switching to AdvancePCS," said the third party administrator. "Going forward, the reporting capabilities we have through AdvancePCS will also help us maintain better cost control."



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THE TPA ADVANTAGE