

CASE STUDY

Leading drugstore chain chooses LexisNexis®

Real-time prescriber verification helps pharmacies reduce compliance risk while increasing efficiency and reimbursement.

Overview

More than 5 billion retail prescription drugs were filled at U.S. pharmacies in 2016, according to Henry J. Kaiser Family Foundation research.¹ Among this vast number of transactions were a growing number of invalid and illegal orders to dispense.

The Challenge

Discerning the validity of prescriptions today is a complicated process made more complex by a number of factors, including:

- Ongoing prescriber regulatory challenges impacting daily pharmacy operations
- Varying payer requirements that are causing a growing number of discrepancies between the pharmacy and the payer
- Licensure inconsistencies across prescribers, specialties and boards
- Intricate drug diversion schemes by both drug seekers and drug providers
- More stringent claims audits by the Centers for Medicare & Medicaid Services

Together, these and other issues make validating every prescription an operational challenge and risk. Consequences of that risk range from inappropriate reimbursement to tens of millions of dollars in fines for record-keeping, dispensing and narcotics violations.

The Drug Enforcement Administration (DEA) using their own federal data and data from state level licensing boards to determine prescriptive authority is causing an even more complicated regulatory environment for retailers. Add to this the increased scrutiny from the media and others, and it is clear that retail pharmacies need a reliable solution—one that incorporates current information about prescribers and enables alignment with all relevant regulations in order to verify prescriber information prior to billing and dispensation.

Unfortunately, many pharmacies are working with systems that were not designed for the complexity of today's prescription claims process. Often, ingesting and matching data and technology components that are not designed to work together efficiently. The result is a workflow that is far from conducive to supporting pharmacists' primary roles—patient service and safety.

The Solution

To address this critical need, a major U.S. pharmacy chain chose VerifyRx™ from LexisNexis® Health Care.

In the retail setting, VerifyRx performs real-time prescriber verification checks before adjudication, reducing risk of regulatory penalties due to preventable mistakes and overall compliance risk, and increasing the percentage of paid prescription claims. Through alignment with specific requirements and all relevant state and federal regulations, the solution also reduces time to dispense and helps prevent mistakes that could cause payments to be taken back or expose pharmacies and PBMs to further regulatory risk.

Leveraging our powerful big data technology platform, VerifyRx processes millions of transactions a day with response times measured in milliseconds, enabling swift and effective identification of potential submission errors.

And, since our prescriber data is used by both the leading retail pharmacies and leading PBMs, this correlation of information further reduces discrepancies that can stall efficiency.

Among its other features and benefits, VerifyRx provides:

- **Access to the timeliest data available**, including real-time updates from the DEA and state data (when available), as compared to waiting for standard higher-latency delivery of batch files
- **Instant audit defense**, creating an audit trail through real-time logging, traceability to state and federal source data for each transaction and monitoring and reporting of compliance performance
- **High configurability to meet compliance, legal and business needs** with current data on state and federal prescriptive authority at the taxonomy and credential level. This includes federal and state sanctions data, DEA and state license status; grace-period allowance; and the ability to reject, warn or capture responses by check
- **Over 60 checks**, resulting from 7 years of feedback from users working to meet industry compliance challenges

The Results

A review of prescriptions presented to the large retail pharmacy chain in 2016 showed the system had prevented nearly 11.7 million irregularities uncovered in the following 6 categories:

- **DEA issues, including prescriptive authority:** 1,180,999
- **NPI issues:** 358,883
- **Sanction, exclusions:** 663,326
- **Deceased:** 26,279
- **XDEA issues:** 483,211
- **State License issues, including prescriptive authority:** 9,128,770

More efficiency, less stress - Beyond the numbers, however, the chain's pharmacists were able to meet their dispensing responsibilities with greater efficiency and less stress, allowing them to focus on the patient's needs. The company itself was better fortified against litigation and audits. And improved reimbursement rates bolstered the bottom line.

VerifyRx allows corporate compliance to focus on compliance challenges, rather than on IT efforts and scheduling.

Reduced compliance risk - The organization also reduced its compliance risk with automatic updates of changing laws and regulations, thereby playing a significant role in preventing fraud and abuse associated with prescription drugs.

Going forward, the chain is working with LexisNexis Health Care to use its experience with VerifyRx to create new features that will bring even more benefits to the pharmacy industry.

For more information, call 866.396.7703 or visit
lexisnexis.com/risk/health-care



Health Care

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Our health care solutions combine proprietary analytics, science and technology with the industry's leading sources of provider, member, claims and public records information to improve cost savings, health outcomes, data quality, compliance and exposure to fraud, waste and abuse.

¹ <http://kff.org/other/state-indicator/total-retail-rx-drugs/?currentTimeframe=0>

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