# CareProminence™ Pharmacy Prior Authorization Solution

with Pharmacy Appeals and External Review

#### CASE STUDY

# **Client Situation**

In 2018, a regional health plan that covers 171,000 members actively sought better and more efficient ways to manage their pharmacy prior authorizations. The existing system was **manual** and **cumbersome**, and, like any manual system, bore an **inherent amount of risk and inconsistency**.

Turnaround times for prior authorizations were slow due to manual processing, causing negative impact to member care and satisfaction, which also led to issues with pharmacy appeals. Complex regulatory requirements placed the plan at risk of fines from CMS and the current system also lacked capacity, limiting the plan's potential for growth.

### Why MHK

The health plan evaluated multiple solutions for pharmacy prior authorizations and chose MHK CareProminence based on the efficiencies that could be gained through workflow automation, the out-of-thebox compliance features, and the ability of the platform to scale to support the plan's growth.

### **Solutions Implemented**

In addition to implementing the **Pharmacy Prior Authorization** solution, the plan also implemented **Pharmacy Appeals** and **External Review** to support their pharmacy management program. These solutions were selected to:

- Enhance compliance
- Expedite case turnaround
- Increase capacity for growth
- Improve member outcomes
- Reduce risk and improve safety
- Improve member/provider satisfaction
- Gain efficiency and decrease human error
- Improve consistency in clinical decisioning

# **Outcomes & Key Results**

65% Reduction in Turnaround Time

70% Reduction in Auto Forwards

+ Pharmacy Appeals

The MHK CareProminence solutions made dramatic improvements in turnaround times in several key areas. The ripple effect also led to less call center volume and more satisfied members and providers. Gained efficiencies also meant that plan resources could spend less time manually managing their caseload.

**Contact Us** today or **Request a Product Demonstration** to learn more about how MHK can improve pharmacy management efficiency and quality through these and several other Pharmacy Management and Pharmacy Quality solutions available through the MHK CareProminence platform.

#### 888.963.3465 **I** info@mhk.com **I** www.mhk.com

