



Right every time.

Large Retailer: 28% Higher Utilization of PBM Vendors for the First Prescription Fill, Rapid and Accurate Panel Updates

The first month after this large retailer rolled out of VIIAD's Health Ticket, the percentage of injured workers who used a pharmacy associated with the PBM for their First Fill prescription jumped by 28%, providing significant savings. VIIAD also helped the retailer rapidly and accurately update provider panels, so that employees in all locations—whether urban, suburban or rural—could locate appropriate providers who were only a short drive away.

Faced with a low rate of injured workers who used in-network pharmacies for their first prescription filled, as well as problems with inaccurate information on provider panels, this large retailer contacted VIIAD to implement Health Ticket and Compass.

"The biggest thing we wanted to get from using Health Ticket was the first prescription fill. We were missing our first fill on the pharmacy side pretty drastically," commented the retailer's Director of Insurance and Safety

"It seemed that either the clinics seeing our workers were providing the medications—but not at the same discounted rates as our PBM vendors—or the workers would fill prescriptions at the local supermarket, and we might occasionally get lucky if our PBM happened to have an agreement with them."

By providing the right information about PBM vendors to injured workers and their providers, VIIAD's Health Ticket has been able to increase the rate of first fill at in-network providers and drive significant savings.

"We've just started rolling Health Ticket out, and we're already seeing savings. Right out of the gate, Health Ticket has helped us capture more first fills at in-network pharmacies," he said.

"Our first fill rate used to be at about 20%. In the first report after rolling out Health Ticket, it was 48%. That's a big jump, and I expect it to get even better."

Injured workers and providers are also satisfied with Health Ticket.

"Health Ticket gives information to the employee that he or she wouldn't usually get. They like getting that information and knowing where they need to go. We can even text information to them so that they know what provider they're supposed to be seeing," noted the director.

"The clinics have also said it was nice to see all of the information on the Health Ticket, because it made it easier for them to understand where an injured worker should fill a prescription."

In addition to rolling out Health Ticket for this retailer, VIIAD has also been creating the company's provider panels using the Compass tool.

"With a previous vendor, a lot of the data on our panels wasn't up to date. Either the offices had closed, or they weren't accepting workers' compensation any longer. We partnered with VIIAD to create clean panels for us, starting with one of our biggest states, where we have over 600 retail locations," said the retailer's director of insurance and safety.

"Doctor's offices open and close quickly, so trying to stay up to date is quite difficult. The panels VIIAD created have been pretty incredible. It can be difficult to find good workers' compensation doctors for our employees in rural areas, but VIIAD did a great job creating panels with providers that are only a short drive away. And whenever a physician's information changes, we can quickly get the panels updated through VIIAD."

"It's been a great process partnering with VIIAD. We're very happy."

VIIAD's HEALTH TICKET:

Health Ticket is an on-demand, dynamic healthcare communication platform and virtual ID card that delivers worker-specific information on benefits, network providers and plan limitations to injured workers and healthcare providers—accurately and in real time.

VIIAD Systems is a healthcare technology company that is reinventing how healthcare information flows. Our patent pending enterprise healthcare information management cloud dynamically streamlines complex network, plan and member information to deliver real-time data updates and transparency. By facilitating access to data for payers, providers and members, our customized solutions guide users through the most efficient pathway of care to proactively drive better care management, resource allocation, and cost containment for our partners in the health insurance and workers compensation markets.