

What We Do

- Manage the prescription in the context of the patient's medical condition and history
- Validate that the drug will promote the patient's healing
- Verify that the time period for the prescription aligns with the patient's need
- Approve the prescribed dosage and frequency of use
- Determine if further assessment is needed through Paladin's Claims Analysis service

Rx Utilization Management

Expert Oversight, Lower Medical Costs

Accident victims often require pain-reducing drugs that need to be managed very carefully. Not only can inappropriate or overprescribed drugs harm the patient, they can also send medical costs through the roof.

Through Paladin's Rx Utilization Management service, we work with leading pharmacy benefit management programs (PBMs) and incorporate the expertise of a Paladin physician. Our physicians evaluate prescriptions for potentially harmful drugs, including Class II and III narcotics, experimental requests, and prescriptions that have been flagged by proprietary triggers. By evaluating the diagnosis, reviewing medical progress, and (when possible) consulting with the prescribing physician, Paladin physicians can focus on supporting claim objectives, while ensuring that patients receive the right medication.

HOW RX UTILIZATION MANAGEMENT WORKS AT PALADIN

Step 1: The patient presents the prescription to his or her local pharmacy.

Step 2: The pharmacy confirms that the prescription is covered under the PBM with which Paladin partners.

Step 3: Paladin's process enables the claims examiner or case manager to approve the medication, while verifying that it meets its basic criteria, Paladin guidelines for controlled substances, and protocol for drugs that are subject to abuse or overprescription. Automated triggers flag such things as an unusually long prescription timeframe, whether or not the patient has tried to fill it at multiple pharmacies, and other factors that may indicate a problem.

Step 4: If the system triggers an alert, the Paladin physician receives and reviews the pharmaceutical history and makes any necessary follow-up phone calls.

Step 5: If the Paladin physician finds cause for concern, he or she contacts the treating physician to discuss the issue and, when appropriate, proposes an alternative drug.

The turnaround time for Paladin's Rx Utilization Management service ranges from four hours to no more than one business day, roughly the time it takes to fill a prescription.

As part of the service, Paladin also initiates monthly conference calls with the client and PBM to bring to light cases of concern. Worrisome cases might be triggered by high morphine equivalent dosage (MED) levels; suspicious results of urine drug screenings; overuse of other medications of interest; and/or issues concerning the prescribing or treating physicians.

THE RIGHT MEDICINE AT THE RIGHT COST FOR THE PATIENT'S WELL-BEING

Paladin physicians, prescribing physicians, and pharmacy benefit management programs collaborate to control medical costs by:

- Ensuring that patients receive the appropriate level of drug therapy for their pain
- Minimizing the potential for chronic use and addiction
- Promoting the patient's speedy recovery

CONTACT PALADIN MANAGED CARE SERVICES TODAY

Paladin is setting the industry standard for managed care services by involving physicians in every service. This unique approach incorporates the medical expertise of physicians at the level where it can do the most good — for our client, the patient, and the policyholder paying the premium. Our full set of physician-guided managed care services covers Clinical and standard Medical Bill Review, Case Management, Rx Utilization Management, Physician Guide, Utilization Review, and Claims Analysis.

To learn more, call us at 800.559.5556, email us at info@paladinmc.com, or visit us at www.paladinmc.com.