

# How intelligent automation tackles the US opioid crisis

The societal and organizational impact of automating opioid lock-in administration

Lock-in programs federally mandate Medicare providers to identify patients at risk and require that they obtain and fill prescriptions from predesignated pharmacies and prescribers.



# The opioid crisis has impacted

## OCICLY



10 million impacted Americans

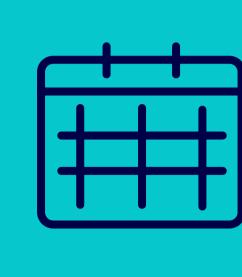


\$35 billion in healthcare costs



50,000+ deaths from overdose

## Organizations



Effort around federal mandated compilance

10 business days of manually intensive turnaround



Estimated costs to administer lock-in

\$500k - \$3M

per state costs to manually administer lock-in programs



4X forecasted volume increase

Acquisitions and expansion to additional states dictated a significant volume increase

Combating the opioid crisis through intelligent automation of three key business processes connects payers, government, pharmacy and members

# Member eligibility validation

Data analytics for a comprehensive member profile **Automate** proprietary

point-based scoring system

API - based integration for drug utilization reporting Automate lock-in eligibility check



Automate validation against 10 Medicaid programs in 27 states (steadily expanding to all 50)

Human in the loop app for states requiring human access to the MMIS portal



### Pharmacy lock-in Automate member search,

complete questionnaires, capture administrative notes, assure documentation is attached and perform address validation

RPA update member details, generate and fax lock-in letters, finalize pharmacy lock-in

with a scalable and configurable framework Technology stack

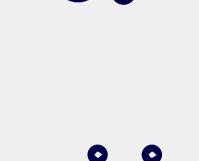
An on-demand, cloud-based and end-to-end workflow process



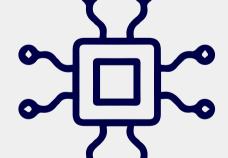
cloud

On-premises

Robotic process 



automation



MicroStrategy reporting



API orchestration

warehouse

Enterprise data



Control-M scheduler



workflow automation

The promising outcomes the lock-in program has had on

# 70% faster

Society



### care coordination and connection to appropriate treatment

Opportunity for 80% reduction



in emergency room visits

Priceless saving otherwise perfectly healthy lives and avoiding

the devastating effects

# 100% compliance

Organizations



to opioid abuse federal mandates



97%

automation success rate

annual savings forecast



improvement in

auto-adjudication rate



600%

improvement in claims resolution time

on families

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and innovation. Every day, around the world, we engineer impact

with solutions that help our clients, the community and the world.

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