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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

Society

10 million
impacted Americans

$35 billion
in healthcare costs

50,000+ deaths
from overdose

Organizations

Effort around federal mandated compliance
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

1 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

2 State validation

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

3 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

An on-demand, cloud-based and end-to-end workflow process with a scalable and configurable framework

Technology stack

- On-premises cloud
- Robotic process automation
- MicroStrategy reporting
- Enterprise data warehouse
- API orchestration
- Control-M scheduler workflow automation

The promising outcomes the lock-in program has had on

Society

70% faster
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 on families

Organizations

100% compliance
to opioid abuse federal mandates

$20M+
annual savings forecast

97%
automation success rate

7%
improvement in auto-adjudication rate

600%
improvement in claims resolution time

Purposeful automation is Cognizant's ethos

At Cognizant, we are a high-performing team with heart. We believe that continuous improvement is the catalyst for growth 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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