Enterprise Reporting

VitalPoint®

This document contains privileged and confidential information including health information which is protected by state and federal privacy laws. It is intended only for the use of the entity or person(s) named above. If you are not the intended recipient, any review, dissemination, distribution, or duplication of this document is strictly prohibited. If you have received this document in error, please contact the sender immediately and destroy the document.

Table of contents

1. Overview
2. Enterprise Dashboards and Dashboard Navigation
3. Executive Summary
4. Key Metrics
5. Risk Matrix
6. Therapy Mix
7. Opioid Progress Monitoring
8. Underlying Drivers
9. Opioid Clinical Analysis
10. Program Reporting Catalog
11. Executing a Report
12. Exporting a Report
13. Metric Definitions

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Overview

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Web-based interactive reporting displays trends and risks

Reporting strategies

Drive network penetration to maximize unit cost savings

Apply clinical oversight and utilization controls to ensure safe and appropriate treatment

Deliver best-in-class services through technology and support to minimize administrative burdens

Reporting strategic tenets

Gain insights to set program performance benchmarks

Identify trends and emerging risks

Compare and contrast claim outcomes to improve patient care strategies

Tactically target program outliers to maximize program results

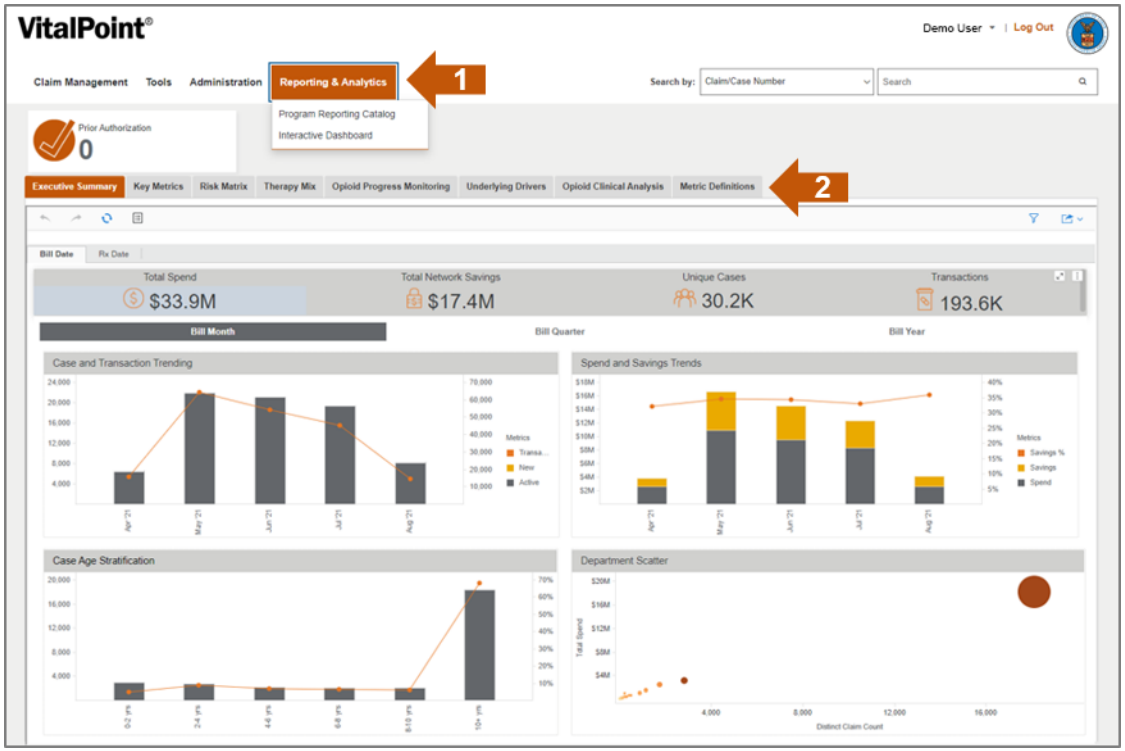
OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Enterprise dashboards and dashboard navigation

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Access enterprise dashboards



1. From the **VitalPoint menu,** select **Reporting & Analytics** from the header toolbar. Then select **Interactive Dashboard** to access the enterprise reporting dashboard.
2. Use the **Tabs** to navigate to different enterprise dashboard reports.

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Dashboard toolbar items



The dashboard toolbar appears between the dashboard tabs and the dashboard and provides overall functionality for the dashboards.

Undo Action	Re-do action	Refresh	Hide/show chapter	Hide/show filter	Export/Share

Undo action: Undo the last action

Re-do action: Re-do the last action

Refresh: Update the data source if data connection is live (data is updated monthly to include prior month)

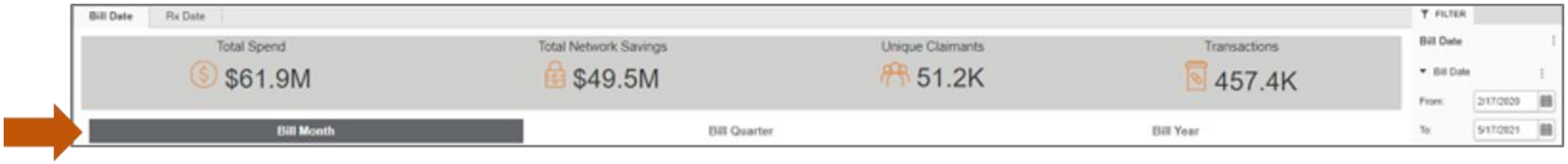
Hide/show chapter: Hide and show the Bill date and Rx date tabs

Hide/show filter: Hide and show the right-hand filter bar

Export/share: Export the dashboard page as a PDF

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Date display options



Click on the **Date Toggle** tabs under the banner to view trending metrics by month-over-month, quarter or year on the Executive Summary, Key Metrics, and Underlying Drivers dashboards.

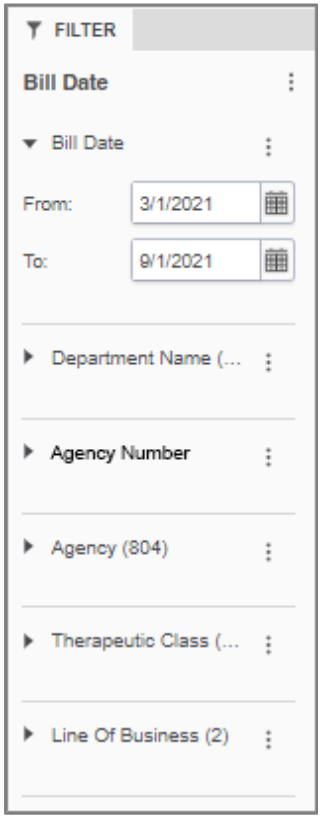


Click on the **Rx Date** or **Bill Date** tabs to run and view the dashboards.
NOTE: The Risk Matrix is set to use the Rx Date only.

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Dashboard filtering panel

The filter panel on the right-hand side of the dashboards controls all charts/graphs in the dashboard.



Bill Date: Select an invoice date range to display

Department Name: Filter by department numbers

Agency Number: Filter by agency number

Agency: Filter by agency name

Therapeutic Class: Filter by medication therapeutic class

Line of Business: Filter by the lines of business

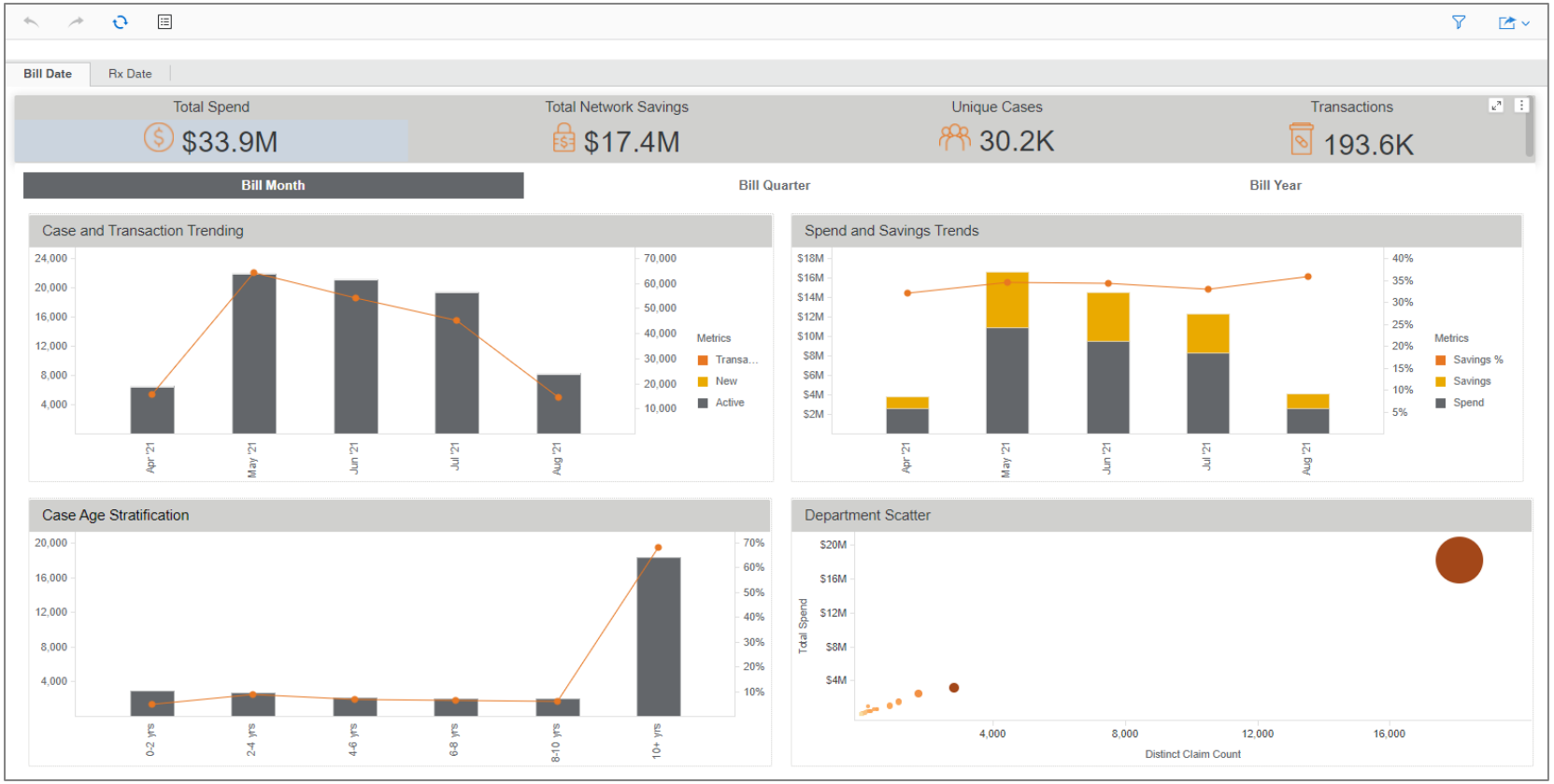
Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Executive Summary

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Executive Summary

Executive credentials provide access to a holistic snapshot and the ability to drill into demand details. With executive credentials you can view high-level claim activity as it relates to transaction volume, and spend and savings trends by month, quarter or year.



Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Executive Summary header



Total Spend

Total Optum billed amount (contract rate) for billed transactions.

Total Network Savings

Total network savings from OWCP FECA Fee Schedule.

Unique Cases

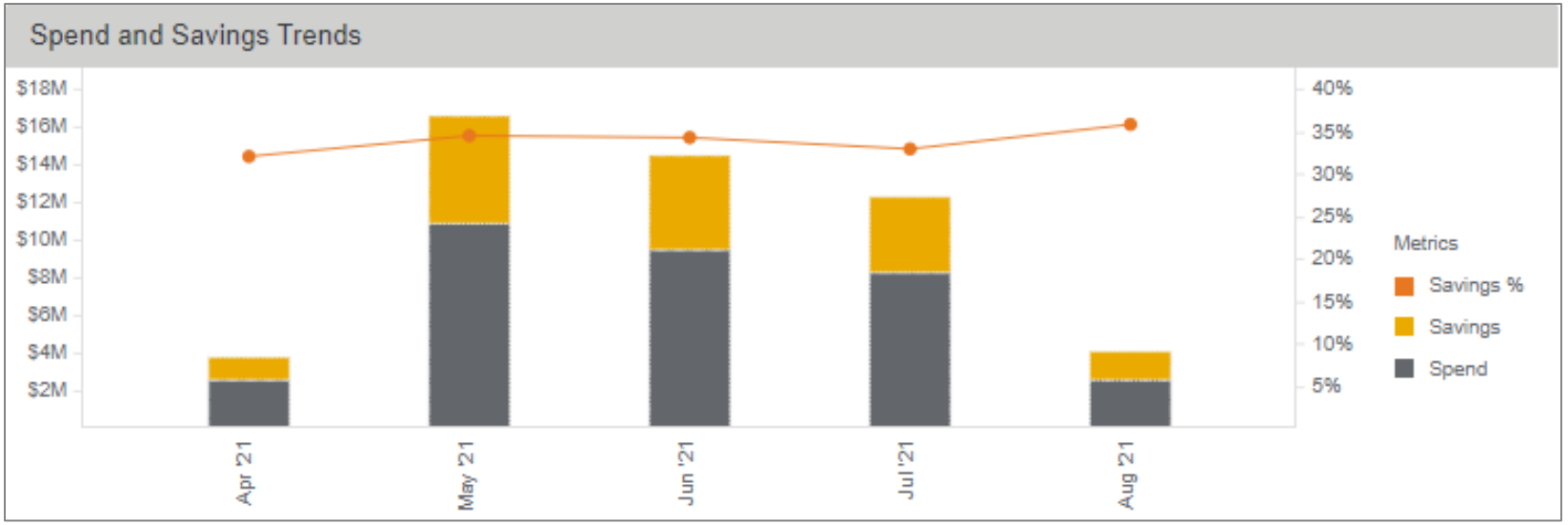
The distinct count of cases using pharmacy services within the reporting period.

Transactions

The sum of all pharmacy transactions processed through in network.

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Spend and Savings Trends

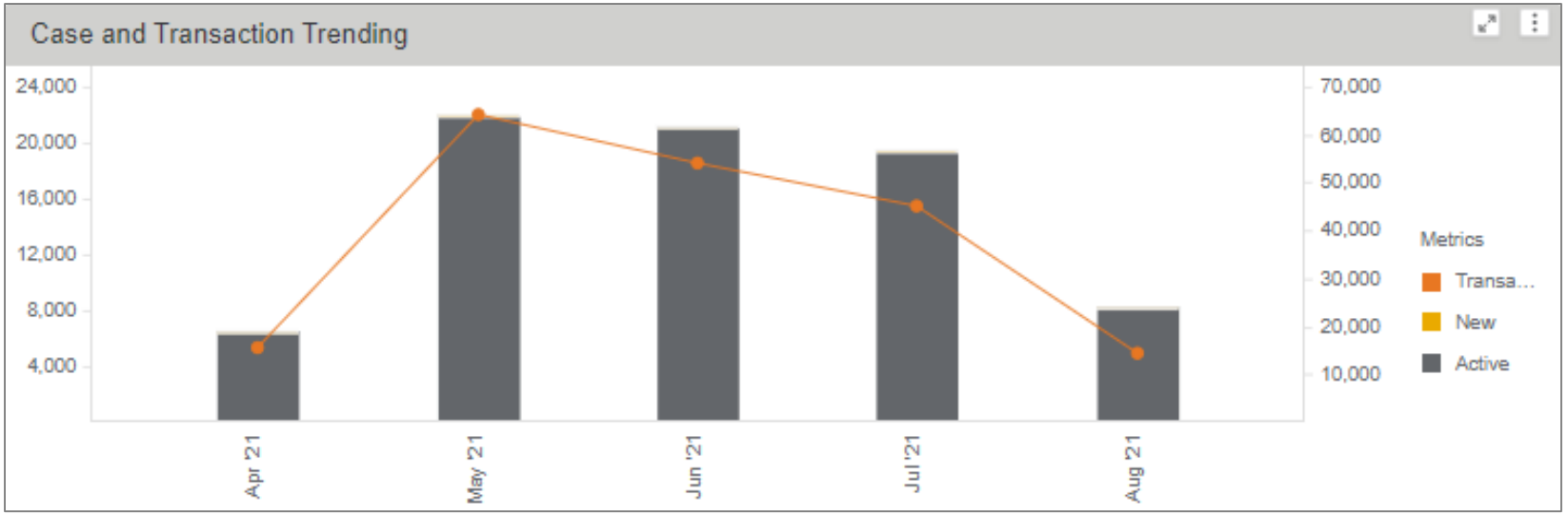


Purpose/Value: Provides spend, savings, and network savings percentage trend over a specified date range

Navigation Options: Click on a data point to filter the content on the executive summary for that period

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Case and Transaction Trending

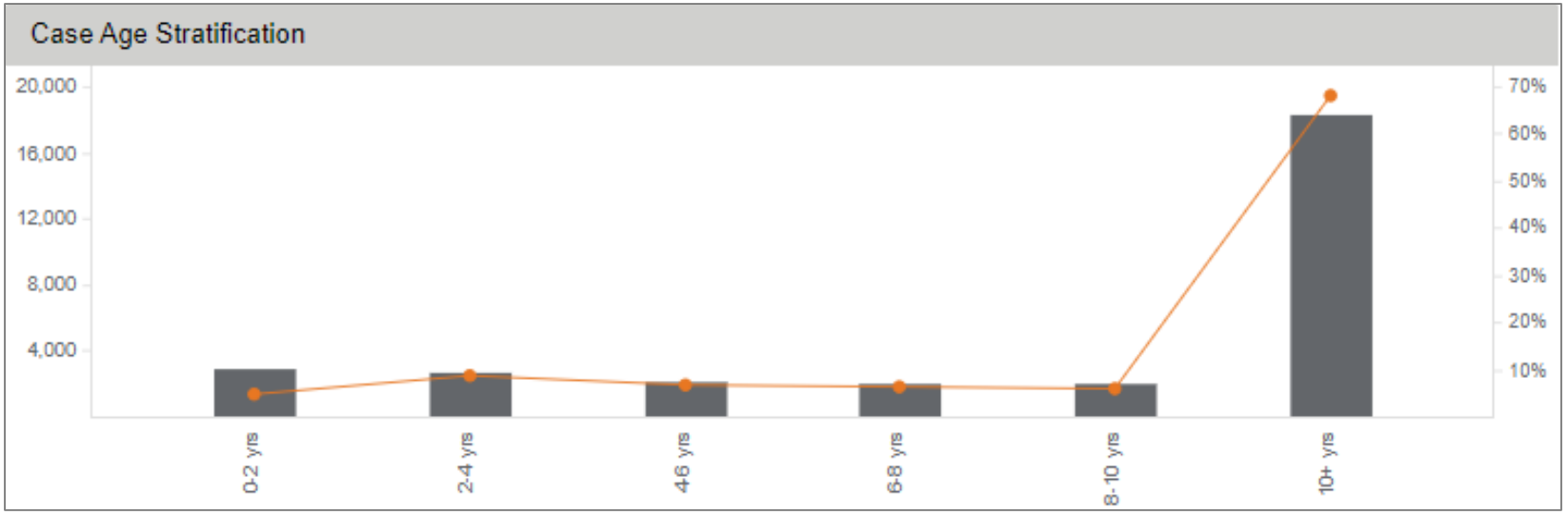


Purpose/Value: Provides unique case count trend over a specified date range

Navigation Options:-Click on a data point to filter the content on the executive summary for that period

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Case Age Stratification

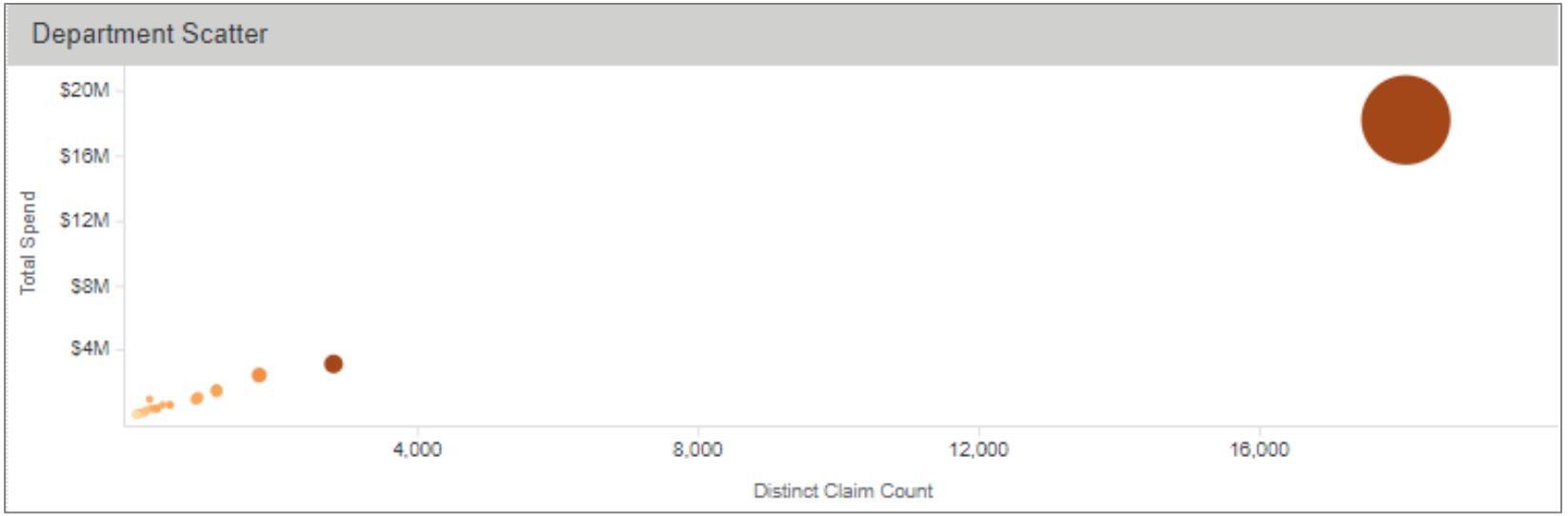


Purpose/Value: Provides a stratification of the case population into age buckets

Navigation Options: Click on a data point to filter the content on the executive summary for that period

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Department Scatter



Purpose/Value: Identify departments with the highest spend and case count

Navigation Options: Click on a department to filter all graphs on the page for that department

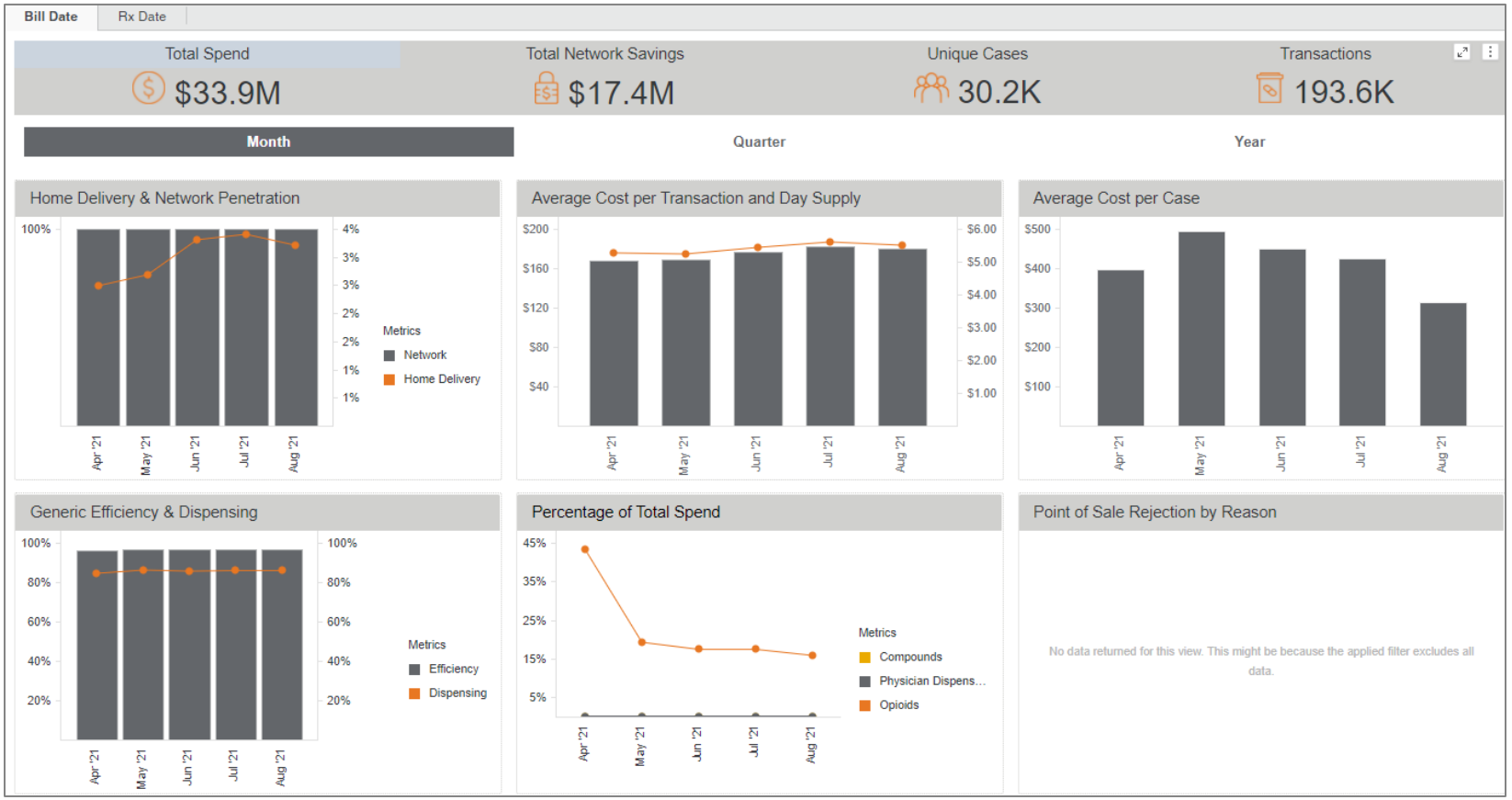
Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Key Metrics

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

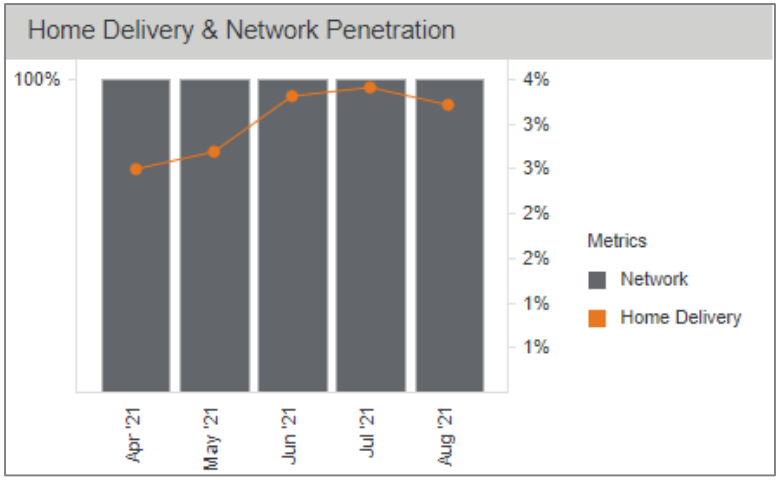
Key Metric trends by month, quarter, or year

Provides a high-level view of case activity as related to transaction volume, spend and savings trends by month, quarter or year, as well as client population trends across multiple key performance metrics.



Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Home Delivery and Network Penetration



Graph: Home Delivery and Network Penetration

Description: Provides a trend of home delivery unitization and network pharmacy utilization over a specified date range. Non-bill review customers will have 100% network penetration

Navigation Options: Click on any of the data points to filter the rest of the content on the key metrics page for that period

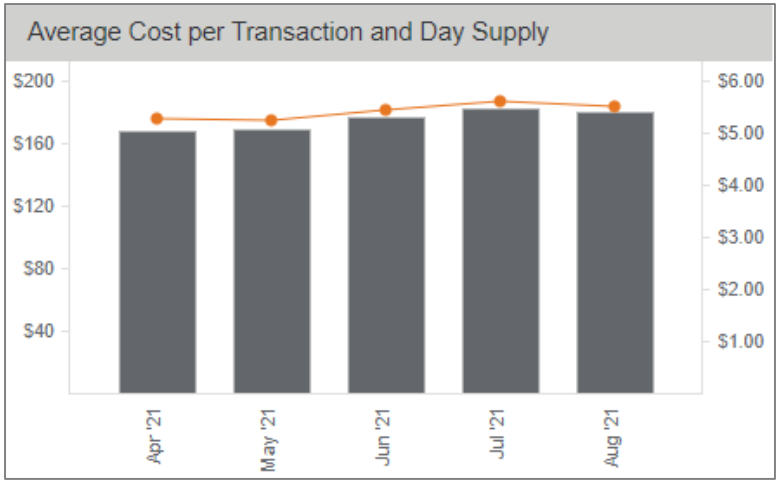
Line of Business: Pharmacy

Primary Audience: Executive/ Senior Leadership

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Average Cost per Transaction and Day of Supply



Graph: Average Cost per Transaction and Days of Supply

Description: Allows user to quickly determine if the average costs for the book are increasing or decreasing over time

Navigation Options: Click on any of the data points to filter the rest of the content on the key metrics page for that period

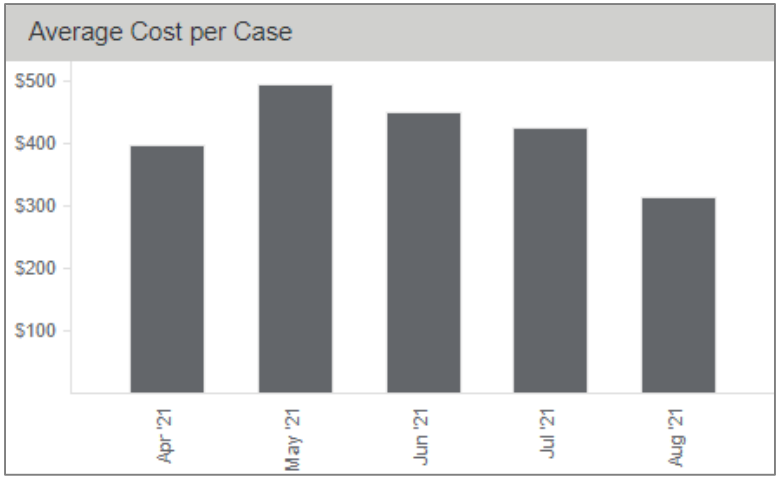
Line of Business: Pharmacy

Primary Audience: Executive/ Senior Leadership

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Average Cost per Case



Graph: Average Cost per Case

Description: Allows user to quickly determine if the average cost per claim for the book is increasing or decreasing over time

Navigation Options: Click on any of the data points to filter the rest of the content on the key metrics page for that period

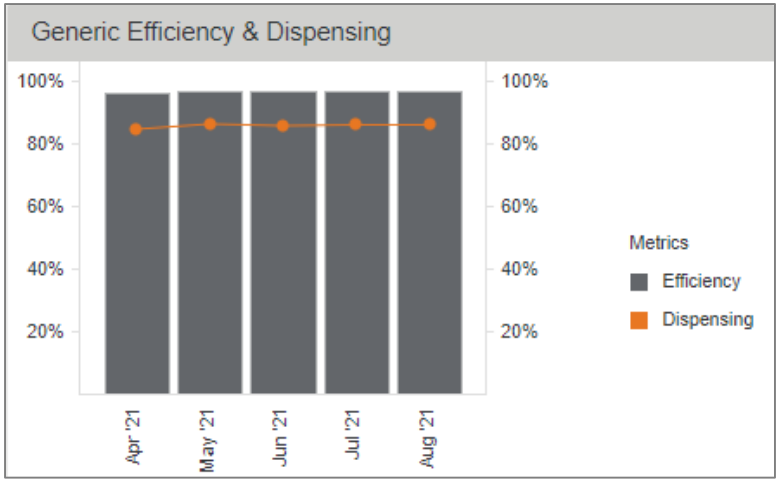
Line of Business: Pharmacy

Primary Audience: Executive/ Senior Leadership

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Generic Efficiency & Dispensing



Graph: Generic Efficiency & Dispensing

Description: Allows user to determine if generic utilization is trending upwards or downwards, which would impact overall spend

Navigation Options: Click on any of the data points to filter the rest of the content on the key metrics page for that period

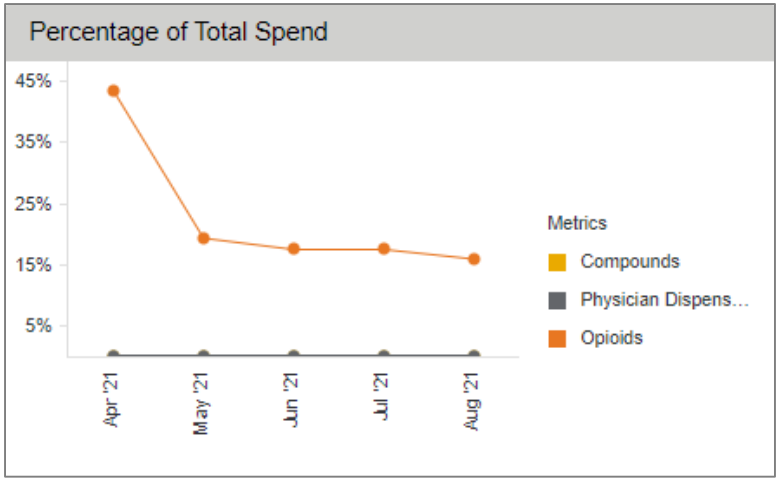
Line of Business: Pharmacy

Primary Audience: Executive/ Senior Leadership

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Percentage of Total Spend



Graph: Percentage of Total Spend

Description: Allows user to determine how spend for key drivers is trending over time

Navigation Options: Click on any of the data points to filter the rest of the content on the key metrics page for that period

Line of Business: Pharmacy

Primary Audience: Executive/ Senior Leadership

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Risk Matrix

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Matrix of risk based on case



The Risk Matrix.

Graph: Risk Matrix

Description: Matrix of case risk based on proprietary risk assessment methodology

Purpose/Value: Allows user to easily identify high-risk activity based on preselected criteria, which includes Prescriber and Case Number and require focus

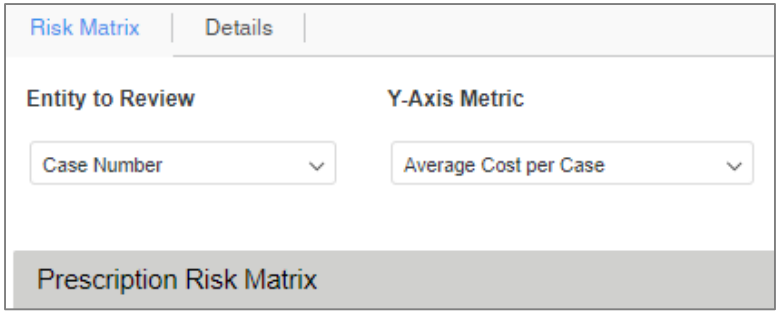
Line of Business: Pharmacy

Primary Audience: Nurse/Clinical Case Manager

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Understanding the Y Axis

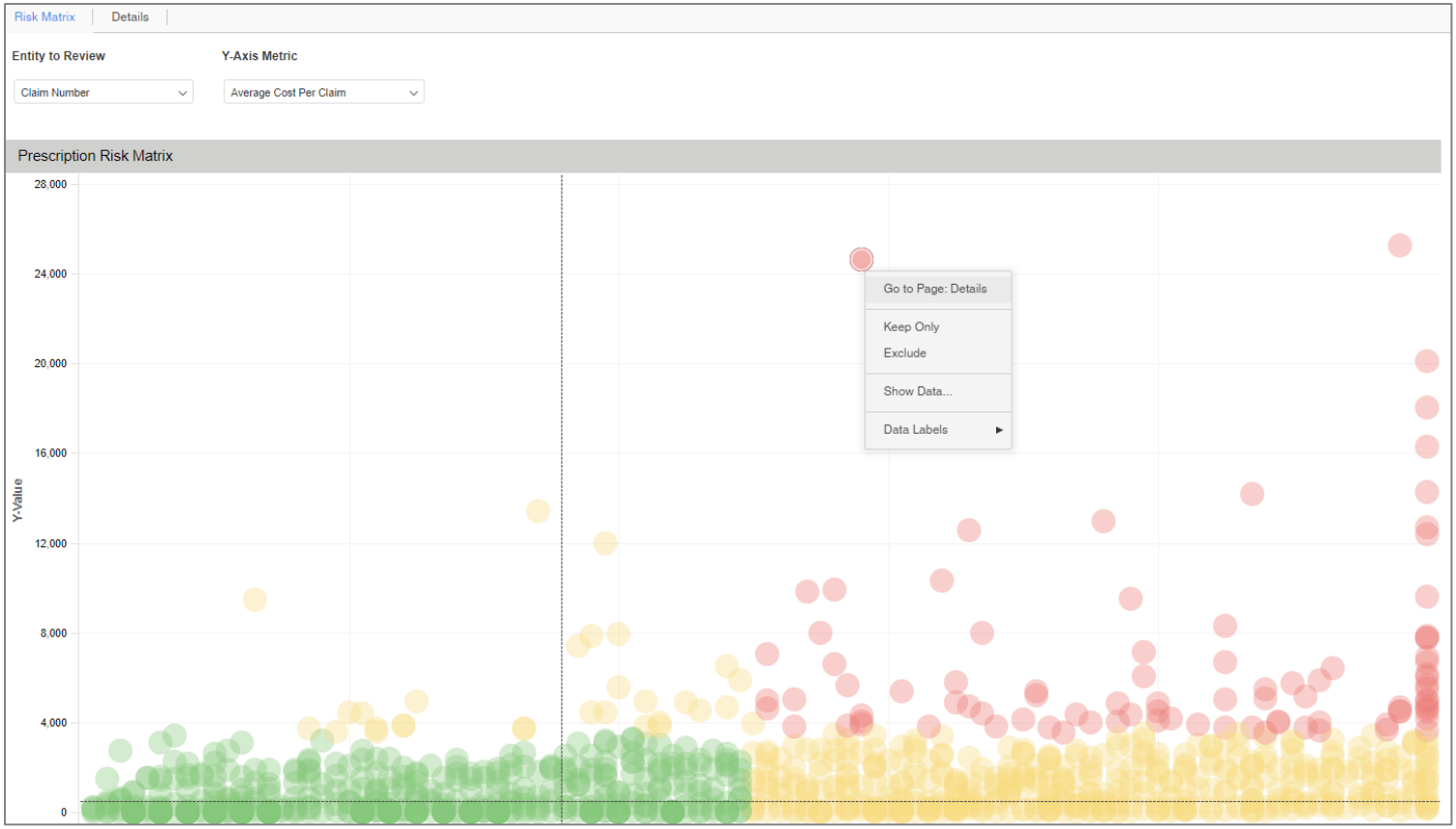


Entity to Review: Review risk matrix by case number or prescriber

Y-Axis Metric: Measure effect of variables on average spend per month per case or average morphine equivalent dose per day per case

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Drill down to the details for a high-risk claimant



Each dot represents the entity in the **Entity to Review** drop down (prescriber or case number). Right-click on any dot and select **Go to Page: Details** to drill into the transactions behind the entity. .

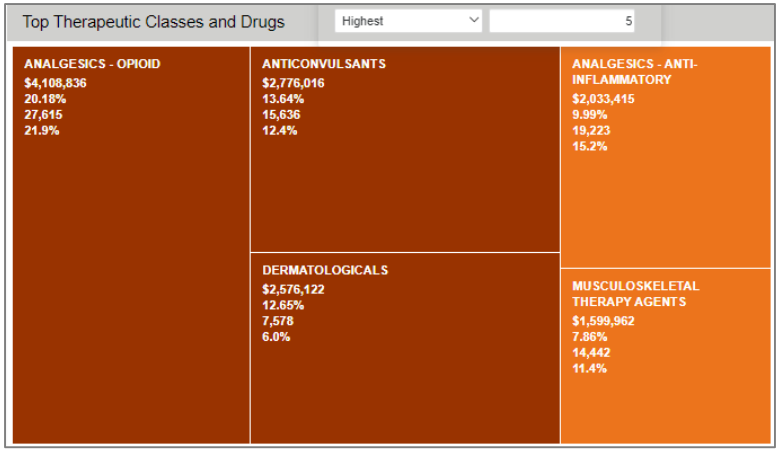
NOTE: To view multiple entities at once, left click the mouse and drag over a range of dots.

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Therapy Mix

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Top Therapeutic Classes and Drugs



Tab: Therapy Mix – Top Therapeutic Classes and Drugs

Description: Heat map shows the distribution of spend by therapy class. Detail table allows focus on top medications, cases and prescribers.

Purpose/Value: Quickly identify the top therapeutic categories and states across the book and drill down to understand corresponding medications and claimants utilizing the medications. Click on a therapeutic category to filter the table below the map.

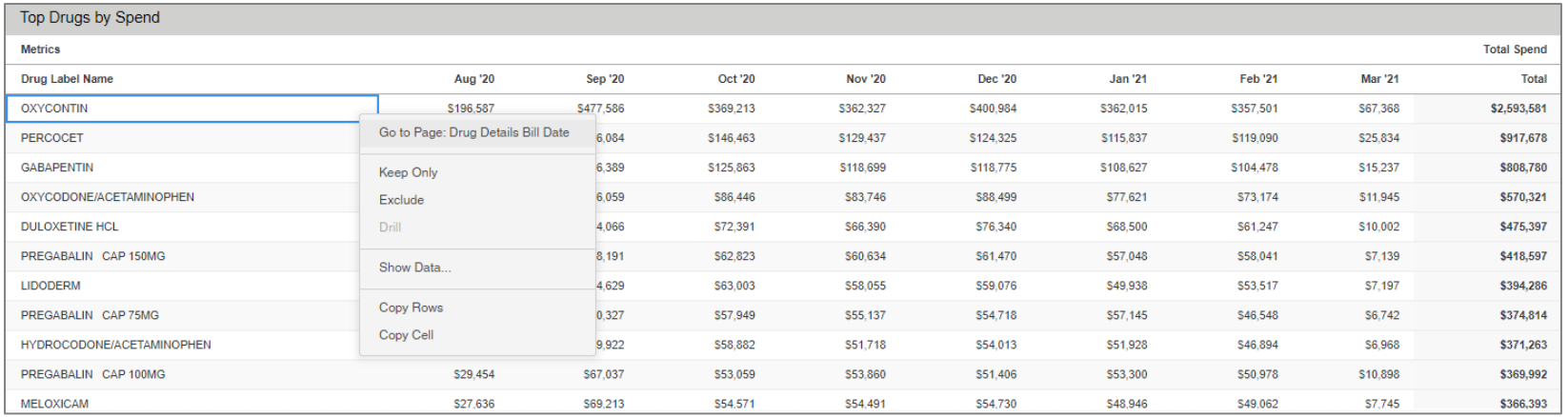
Line of Business: Pharmacy

Primary Audience: Executive/Senior Leadership

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Top Drugs by Spend



Top Drugs by Spend

Metrics									Total Spend
Drug Label Name	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Total
OXYCONTIN	$196,587	$477,586	$369,213	$362,327	$400,984	$362,015	$357,501	$67,368	**$2,593,581**
PERCOCET		6,084	$146,463	$129,437	$124,325	$115,837	$119,090	$25,834	**$917,678**
GABAPENTIN		6,389	$125,863	$118,699	$118,775	$108,627	$104,478	$15,237	**$808,780**
OXYCODONE/ACETAMINOPHEN		6,059	$86,446	$83,746	$88,499	$77,621	$73,174	$11,945	**$570,321**
DULOXETINE HCL		4,066	$72,391	$66,390	$76,340	$68,500	$61,247	$10,002	**$475,397**
PREGABALIN CAP 150MG		8,191	$62,823	$60,634	$61,470	$57,048	$58,041	$7,139	**$418,597**
LIDODERM		4,629	$63,003	$58,055	$59,076	$49,938	$53,517	$7,197	**$394,286**
PREGABALIN CAP 75MG		0,327	$57,949	$55,137	$54,718	$57,145	$46,548	$6,742	**$374,814**
HYDROCODONE/ACETAMINOPHEN		9,922	$58,882	$51,718	$54,013	$51,928	$46,894	$6,968	**$371,263**
PREGABALIN CAP 100MG	$29,454	$67,037	$53,059	$53,860	$51,406	$53,300	$50,978	$10,898	**$369,992**
MELOXICAM	$27,636	$69,213	$54,571	$54,491	$54,730	$48,946	$49,062	$7,745	**$366,393**

Go to Page: Drug Details Bill Date
Keep Only
Exclude
Drill
Show Data...
Copy Rows
Copy Cell

Description: Top Drug table

Purpose/Value: Quickly identify the top drugs being utilized by spend

Navigation Options: Click on a drug to view the top prescribers of that medication, as well as the top claimants utilizing the medication

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Select therapeutic class to view underlying medication mix, prescribers and cases

Bill Date | Rx Date

Bill Date | Drug Details Bill Date

Top Prescribers

Doctor Name	Metrics								Total Spend
	Drug Label Name	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Total
Demo Doctor	OXYCONTIN	$2,160	$6,454	$4,294	$4,294	$4,294	$4,401	$4,508	$2,254	$32,658
Demo Doctor	OXYCONTIN	$3,318	$4,930	$4,927	$4,927	$4,458	$3,922	$5,116		$31,598
Demo Doctor	OXYCONTIN		$4,224	$8,397	$4,199	$4,199	$4,409	$3,577		$29,005
Demo Doctor	OXYCONTIN	$3,286	$3,266	$3,266	$3,266	$3,266	$3,266	$3,429	$3,429	$26,474
Demo Doctor	OXYCONTIN	$3,286		$3,266	$3,266	$6,532	$3,429	$3,429		$23,208
Demo Doctor	OXYCONTIN	$2,688	$2,688	$2,688	$5,376	$2,688	$2,688	$2,688		$21,505
Demo Doctor	OXYCONTIN	$1,715	$2,772	$2,771	$2,771	$2,487	$3,184	$2,949		$18,649
Demo Doctor	OXYCONTIN		$2,916	$2,916	$2,916	$2,916	$3,062	$3,062		$17,789
Demo Doctor	OXYCONTIN	$1,144	$2,100	$3,237	$3,237	$2,100	$3,237	$2,205		$17,261
Demo Doctor	OXYCONTIN	$2,113	$2,100	$2,100	$2,100	$2,100	$2,100	$2,205	$2,205	$17,024
	OXYCONTIN	$2,421	$2,407	$2,407	$1,819	$2,407	$2,527	$2,527		$16,516

Top Claimants

Claimant	Metrics									Total Spend
	Drug Label Name	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Total
Demo Claimant	OXYCONTIN	$2,160	$6,454	$4,294	$4,294	$4,294	$4,401	$4,508	$2,254	$32,658
Demo Claimant	OXYCONTIN		$4,224	$8,397	$4,199	$4,199	$4,409	$3,577		$29,005
Demo Claimant	OXYCONTIN	$3,286	$3,266	$3,266	$3,266	$6,532	$3,429	$3,429		$26,474
Demo Claimant	OXYCONTIN	$3,286	$3,266	$3,266	$3,266	$3,266	$3,266	$3,429	$3,429	$26,474
Demo Claimant	OXYCONTIN	$2,688	$2,688	$2,688	$5,376	$2,688	$2,688	$2,688		$21,505
Demo Claimant	OXYCONTIN		$2,916	$2,916	$2,916	$2,916	$3,062	$3,062		$17,789
Demo Claimant	OXYCONTIN	$2,113	$2,100	$2,100	$2,100	$2,100	$2,100	$2,205	$2,205	$17,024
Demo Claimant	OXYCONTIN	$2,421	$2,407	$2,407	$1,819	$2,407	$2,527	$2,527		$16,516
Demo Claimant	OXYCONTIN	$2,216	$2,202	$2,109	$2,378	$2,253	$2,365	$2,233		$15,756
Demo Claimant	OXYCONTIN		$4,365	$2,182	$2,182	$2,182	$2,182	$2,182		$15,277
Demo Claimant	OXYCONTIN		$4,213	$2,100	$2,100	$2,100	$2,205	$2,205		$14,924

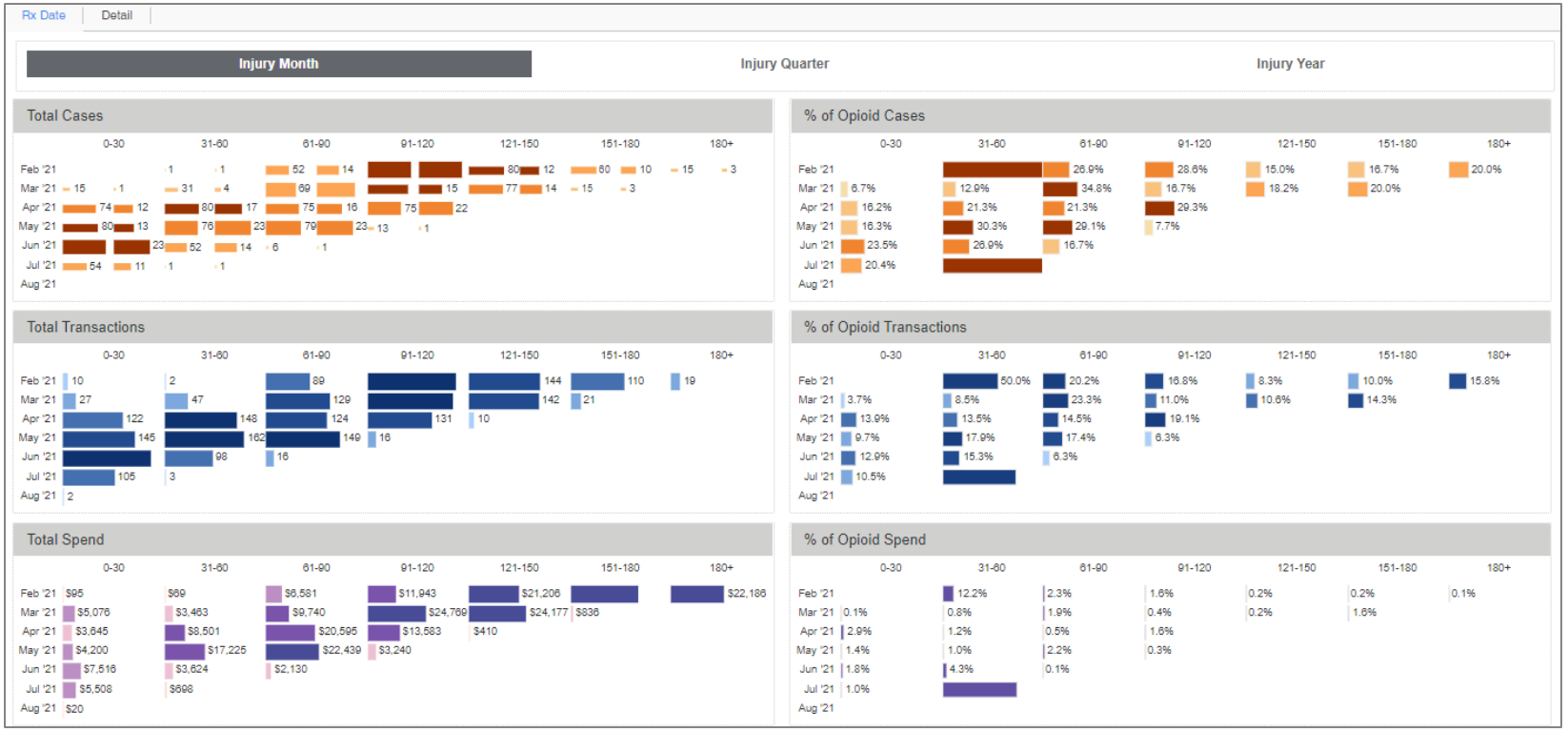
NOTE: The same can be done by selecting medication, prescriber or case number.

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Opioid Progress Monitoring

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Opioid usage trending for new case



Tab: Opioid Aging and Progress Monitoring

Description: Actuarial triangle shows opioid usage projections based on length of injury

Purpose/Value: Insight into the normalized opioid trend for new case

Line of Business: Pharmacy

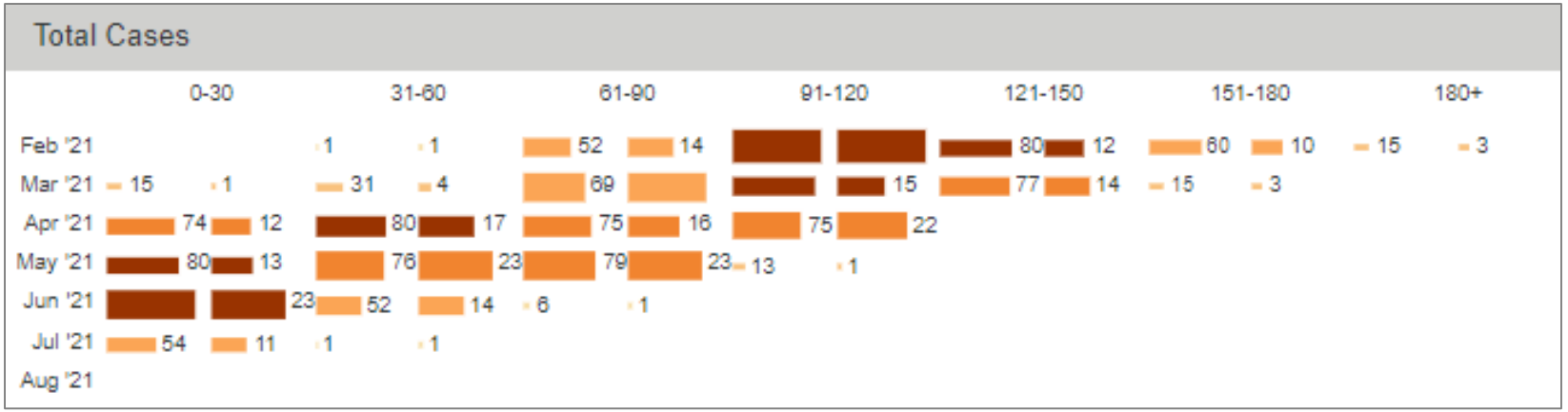
Primary Audience: Nurse/Clinical Case Manager

Secondary Audience: Case Owner/Examiner

Refresh Frequency: Monthly

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Total Cases

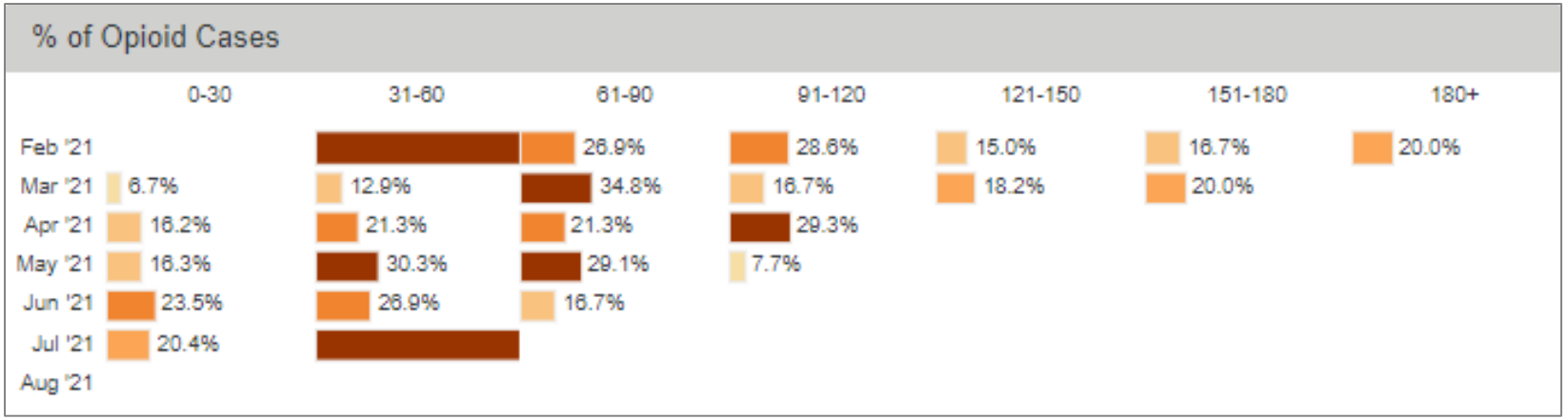


Purpose/Value: Actuarial view of total new claims taking medication in the first 30 days of injury and over time

Navigation Options: Click on a data point to bring up the claimant detail report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

% of Opioid Cases

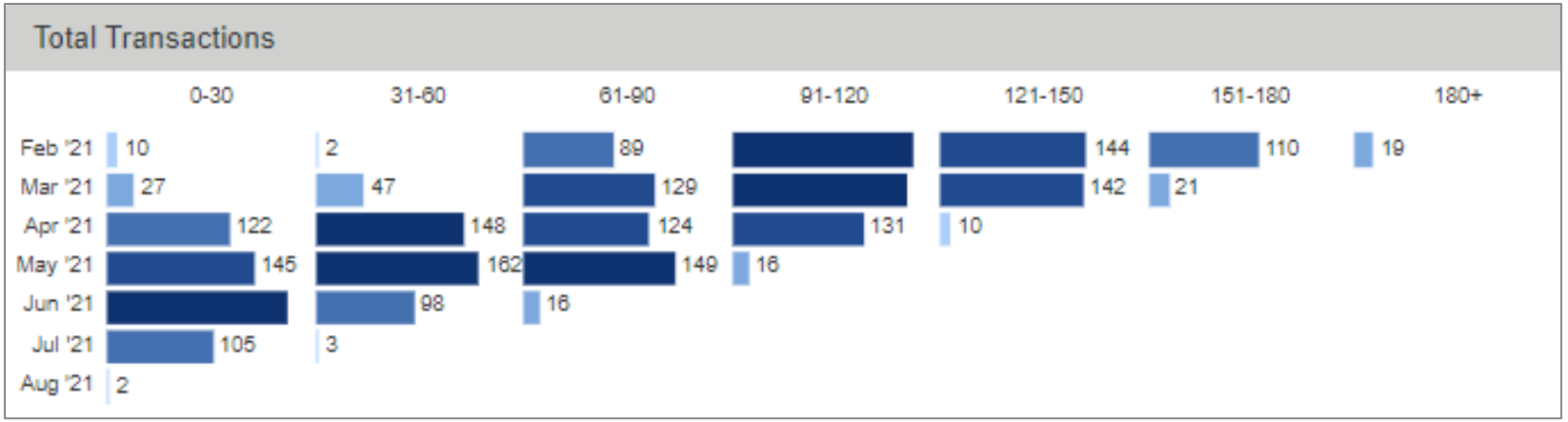


Purpose/Value: Actuarial view of % of new cases on opioid in the first 30 days of injury and over time

Navigation Options: Click on a data point to bring up the claimant detail report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Total Transactions

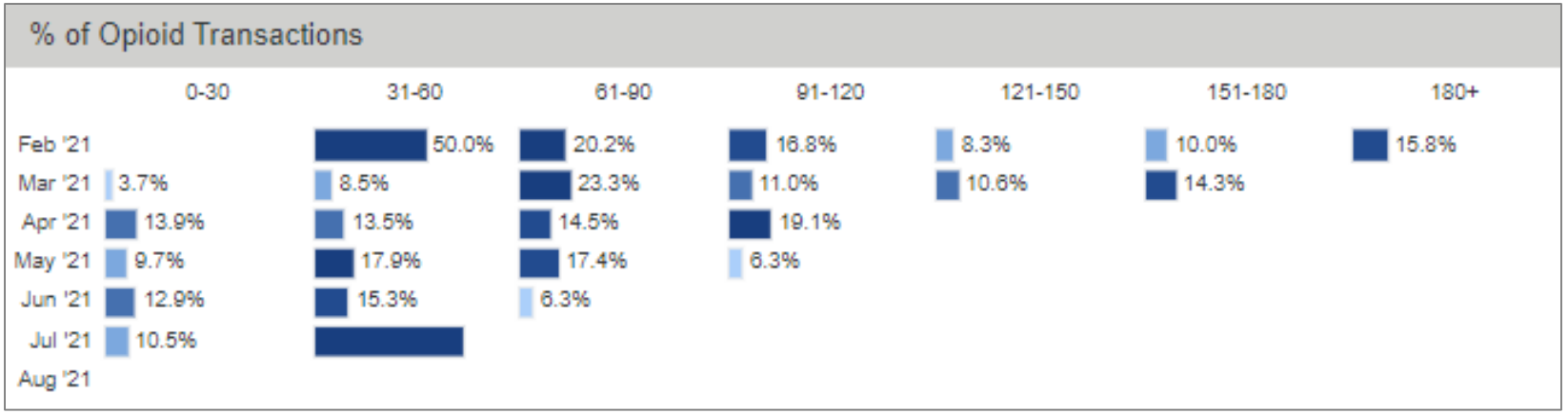


Purpose/Value: Actuarial view of total new case transactions in the first 30 days of injury and over time

Navigation Options: Click on a data point to bring up the claimant detail report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

% Opioid Transactions

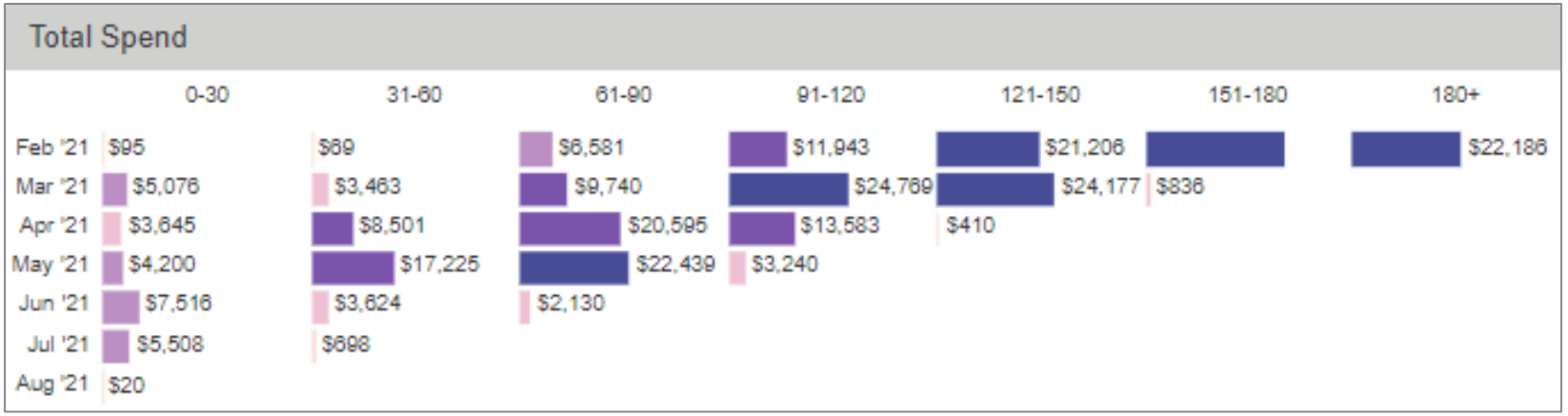


Purpose/Value: Actuarial view of % of opioid transactions for new cases in the first 30 days of injury and over time

Navigation Options: Click on a data point to bring up the claimant detail report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Total Spend

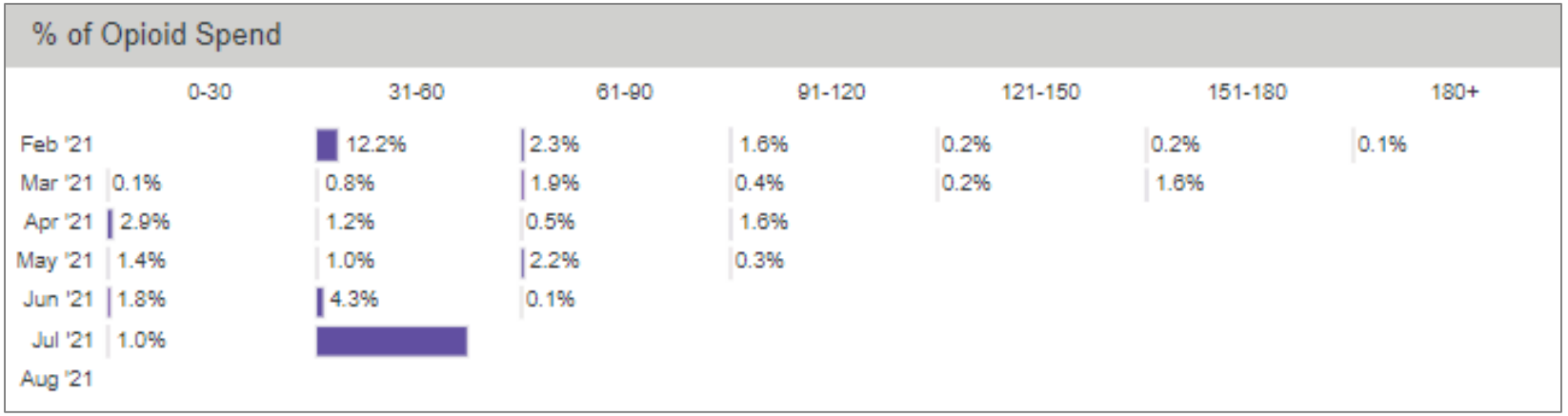


Purpose/Value: Actuarial view of total new case spend in the first 30 days of injury and over time

Navigation Options: Click on a data point to bring up the claimant detail report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

% Opioid Spend

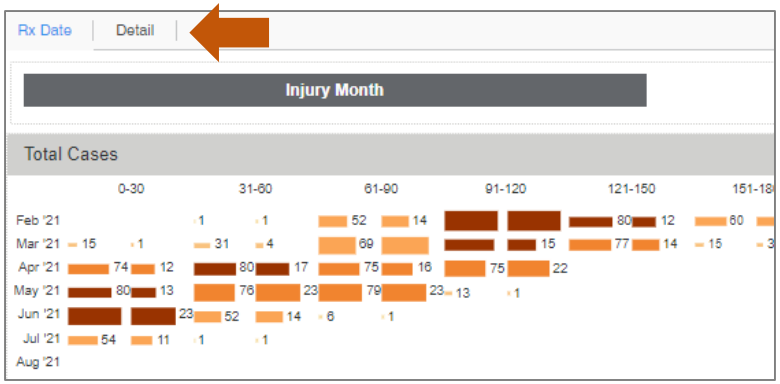


Purpose/Value: Actuarial view of % of opioid spend for new cases in the first 30 days of injury and over time

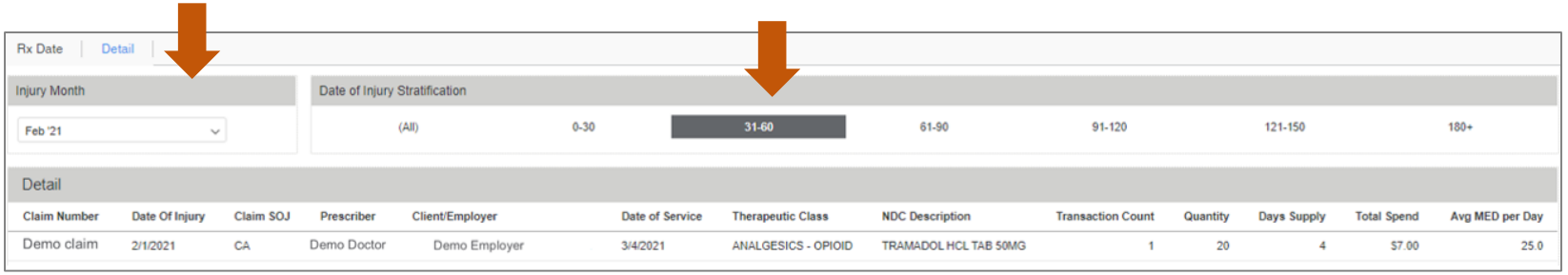
Navigation Options: Click on a data point to bring up the claimant detail report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Select the cohort to view underlying claims and corresponding prescriptions



Click on the detail table and filter to the desired injury month and days since injury.

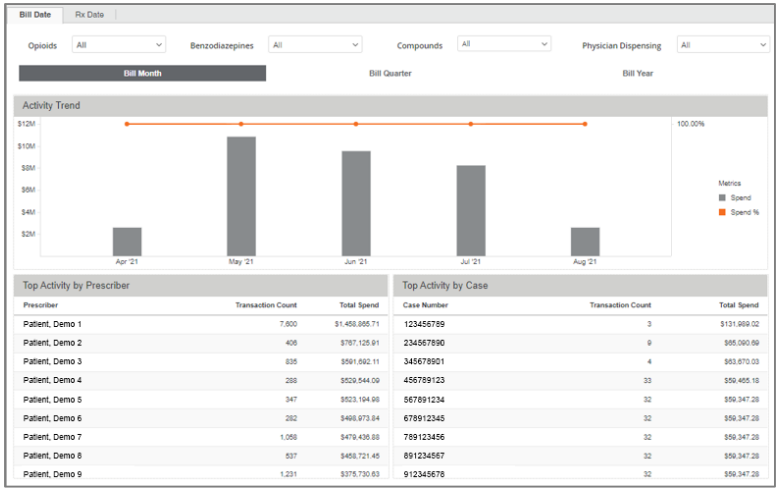


Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Underlying Drivers

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Underlying Drivers



This tab displays unique focus areas and identifies the top prescribers and cases. The user can switch between the drivers: compounds, opioids, Benzodiazepines, and physician dispensing.

Tab: Underlying Drivers

Description: Bar and line graph showing trends and tables showing the top prescribers and users of predefined measures

Purpose/Value: Insight into the utilization of opioids, compounds, benzos, and physician dispensers

Line of Business: Pharmacy

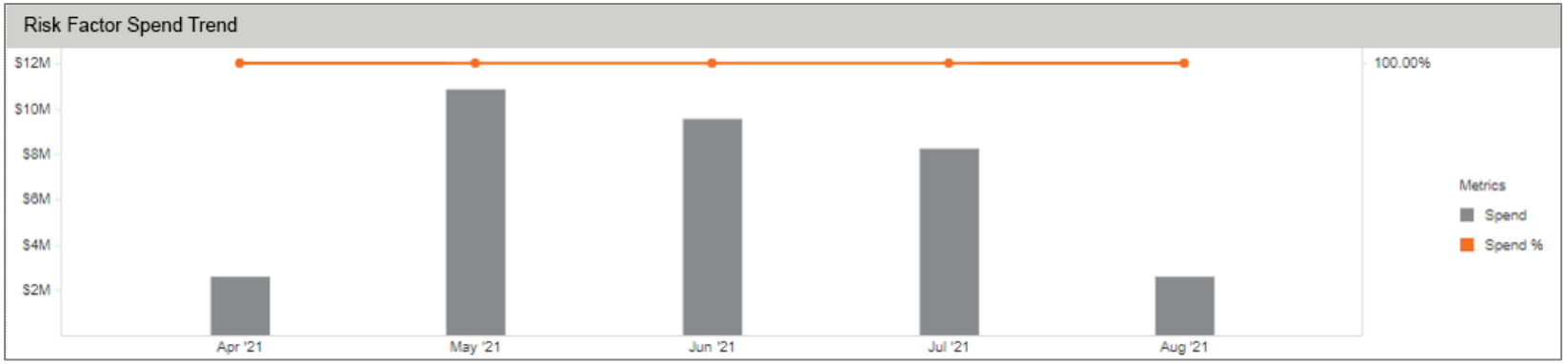
Primary Audience: Nurse/Clinical Case Manager

Refresh Frequency: Monthly

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Activity Trends

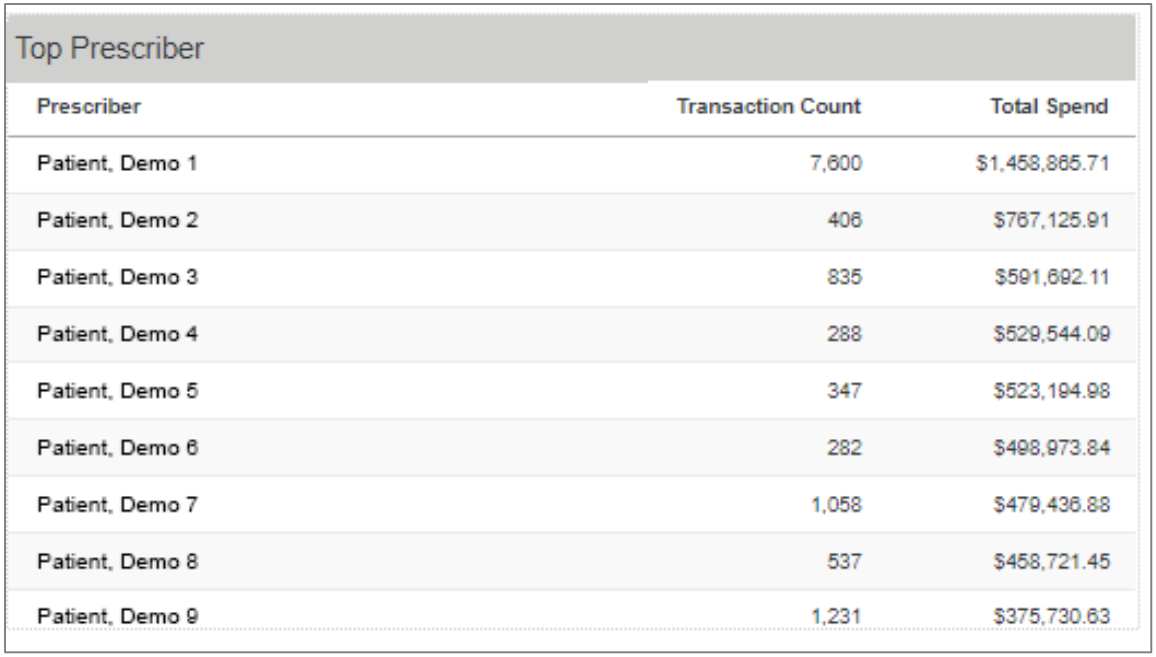


Purpose/Value: Spend trend of the variable being measured and % of total book spend attributed to the variable

Navigation Options: Click on a data point to filter the rest of the page for a period of time

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Top Prescribers by Spend



Top Prescriber

Prescriber	Transaction Count	Total Spend
Patient, Demo 1	7,600	$1,458,865.71
Patient, Demo 2	406	$767,125.91
Patient, Demo 3	835	$591,692.11
Patient, Demo 4	288	$529,544.09
Patient, Demo 5	347	$523,194.98
Patient, Demo 6	282	$498,973.84
Patient, Demo 7	1,058	$479,436.88
Patient, Demo 8	537	$458,721.45
Patient, Demo 9	1,231	$375,730.63

Purpose/Value: Identify top prescribers for a variable and the spend and transactions for a prescriber

Navigation Options: Click on a prescriber to filter the rest of the page

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Top Cases by Spend

Top Cases

Case Number	Transaction Count	Total Spend
123456789	3	$131,989.02
234567891	9	$65,090.69
345678912	4	$63,670.03
456789123	33	$59,465.18
567891234	32	$59,347.28
678912345	32	$59,347.28
789123456	32	$59,347.28
891234567	32	$59,347.28
912345678	32	$59,347.28

Purpose/Value: Identify top cases for a variable and the spend and transactions for a case

Navigation Options: Click on a case number to filter the rest of the page

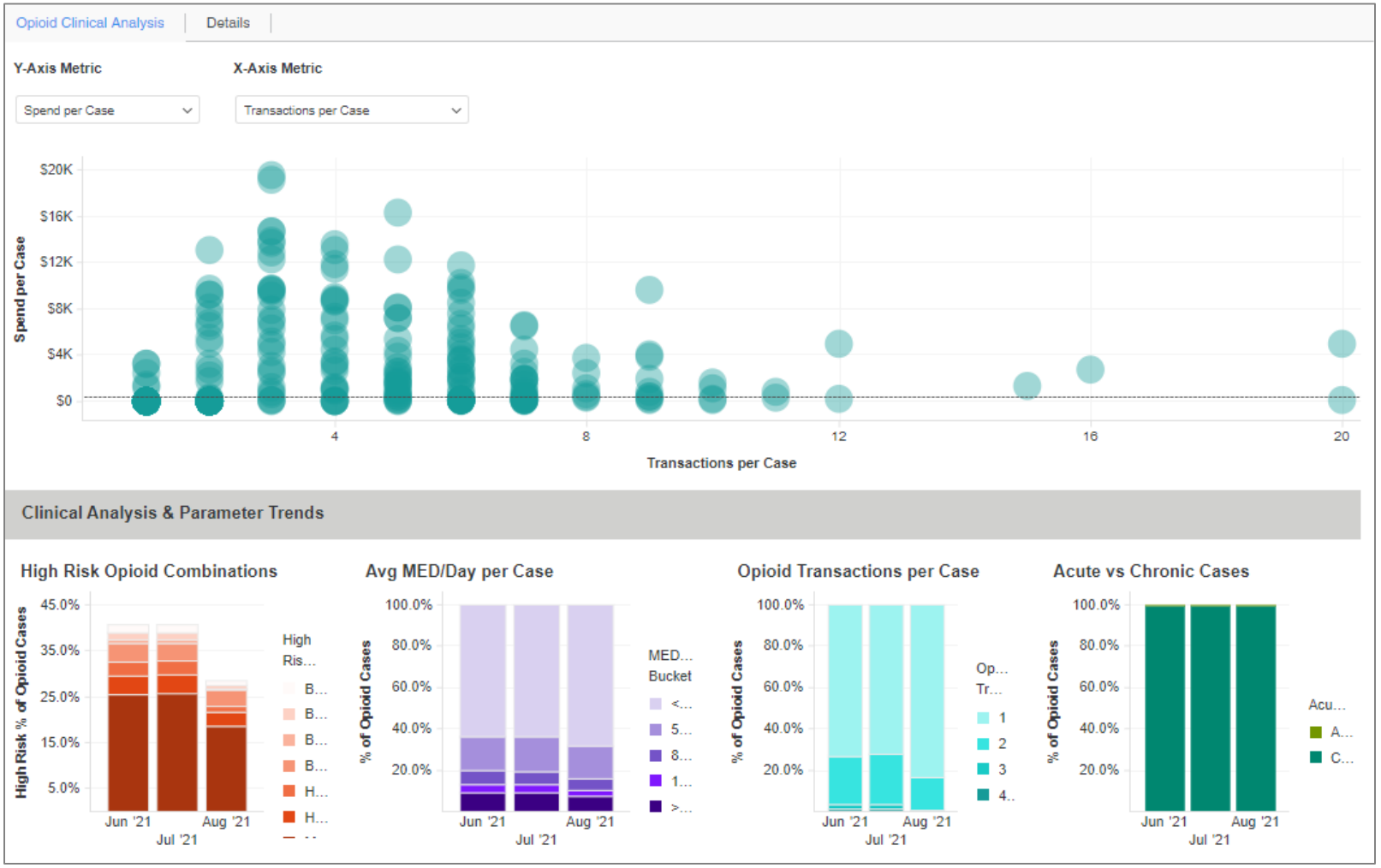
OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Opioid Clinical Analysis

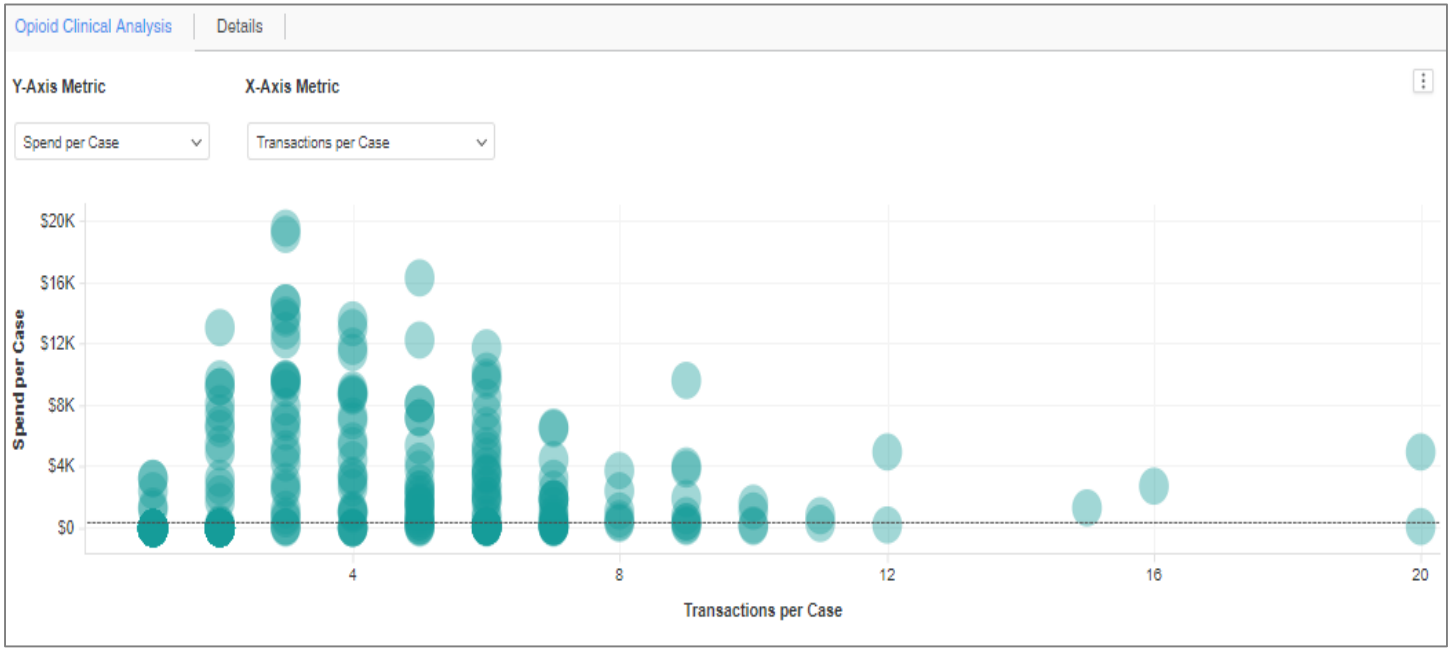
Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Opioid Clinical Analysis



Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Opioid Clinical Analysis



Tab: Opioid Clinical Analysis

Description: Matrix of cases based on selected variables

Purpose/Value: Quickly identify outlier cases from population that are most at risk and require focus

Line of Business: Pharmacy

Primary Audience: Nurse/Clinical Case Manager

Refresh Frequency: Monthly

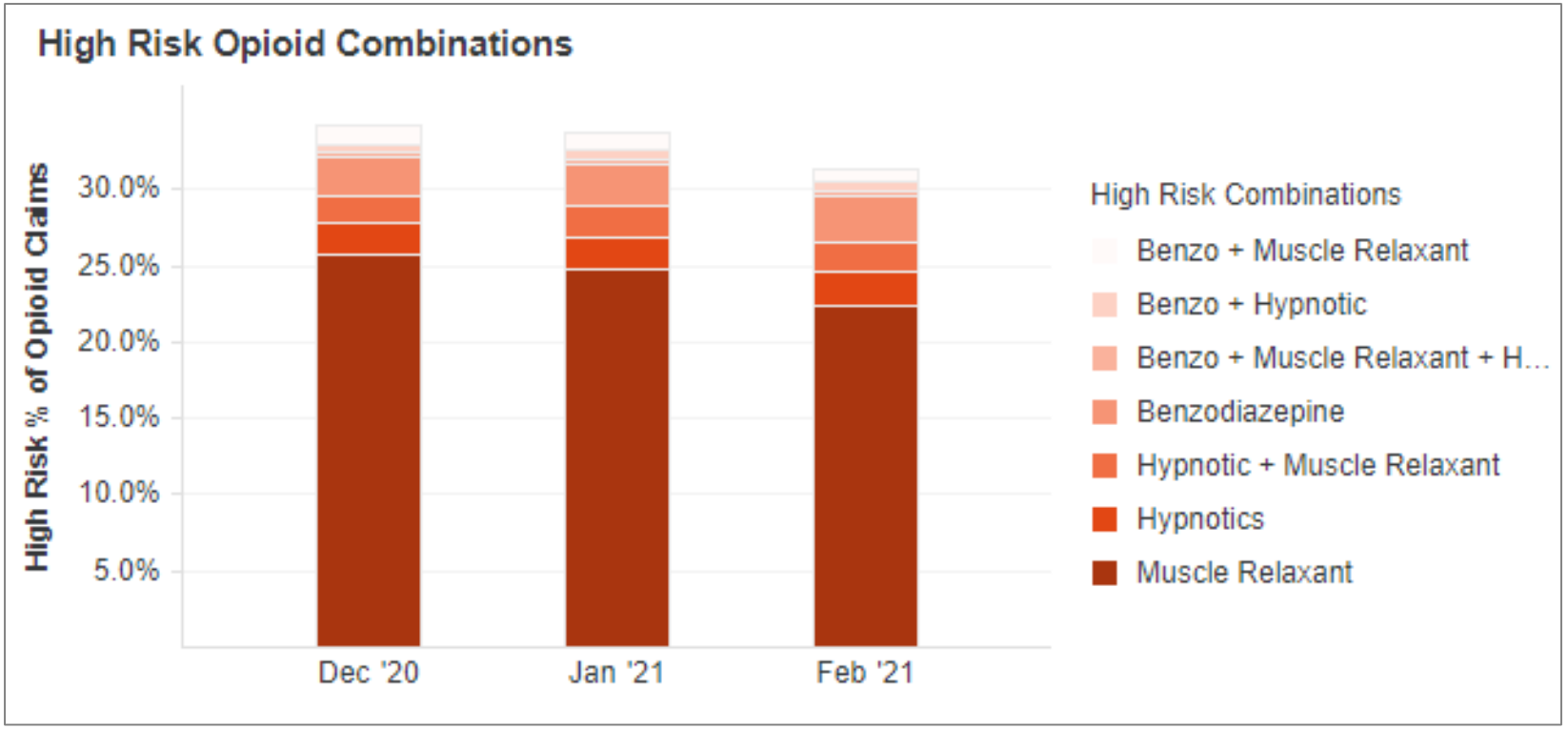
Y-Axis Metrics: Review risk matrix by spend per case and average MED per day

X-Axis Metrics: Measure effect of variables by days supply per case, transaction per case, scripts per case, and pharmacies per case

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

High Risk Opioid Combinations

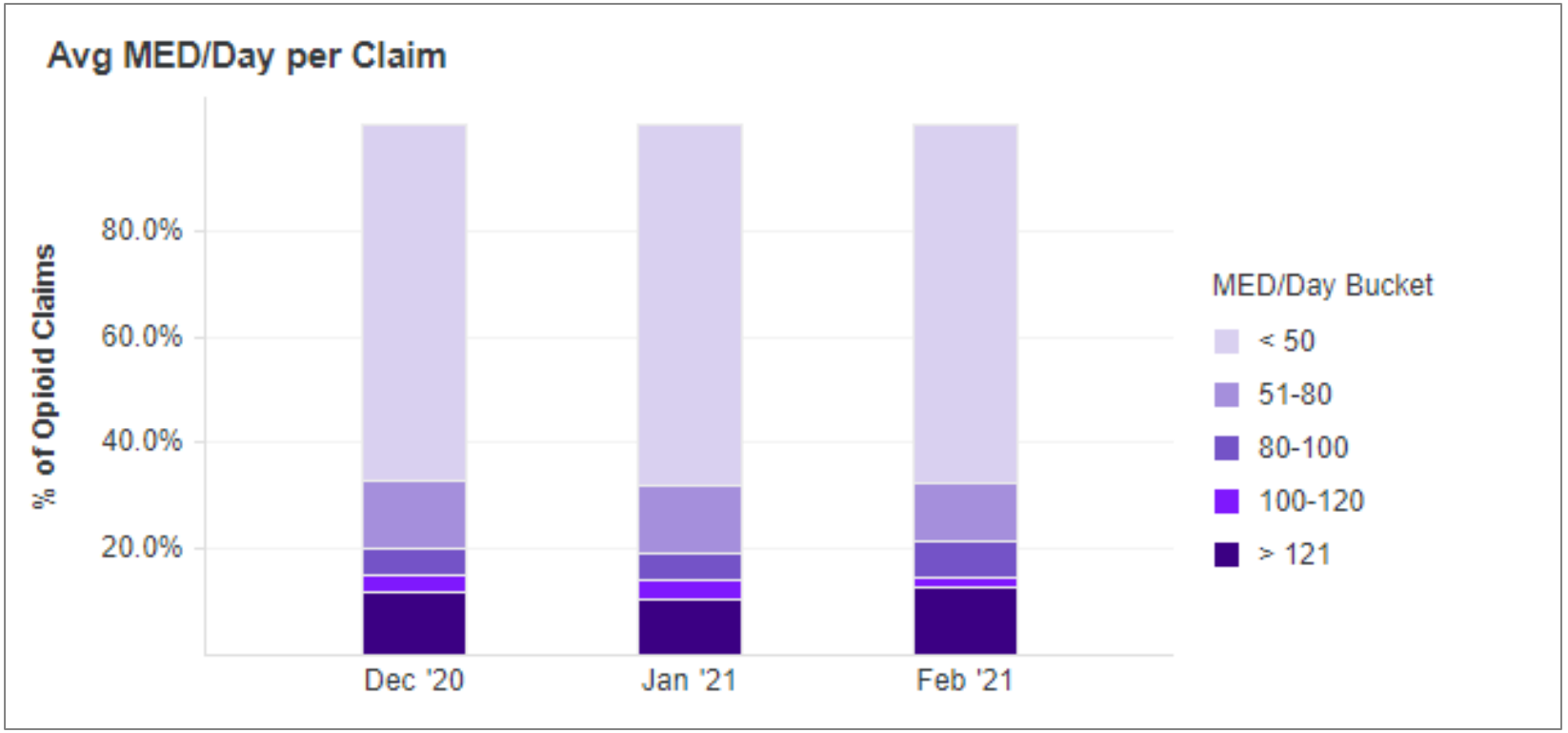


Purpose/Value: Identify cases with high-risk combination medications

Navigation Options: Click on a data point to filter the rest of the content for that period

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Average MED per day per claimant

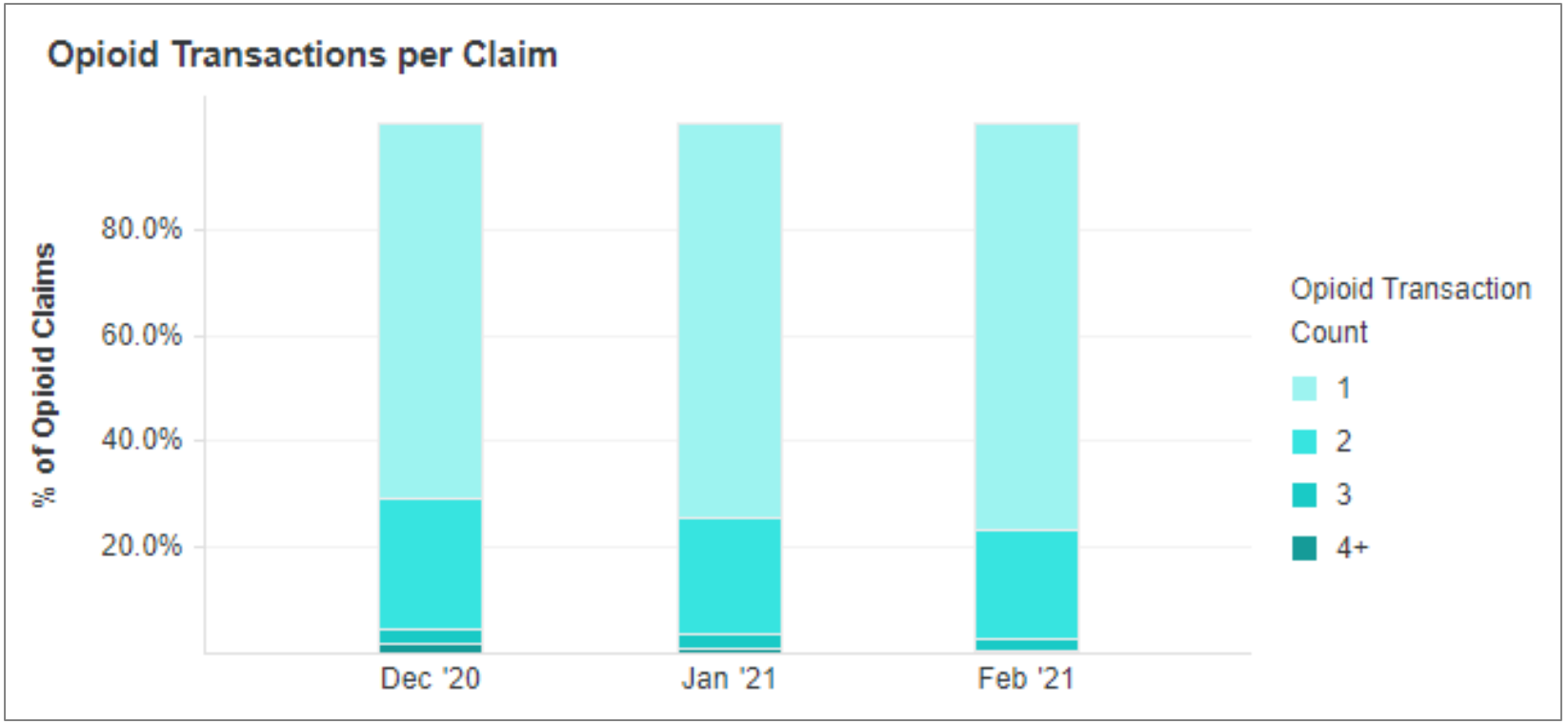


Purpose/Value: Identify opioid cases and the MED per day buckets

Navigation Options: Click on a data point to filter the rest of the content for that period

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Opioid Transactions per Claim

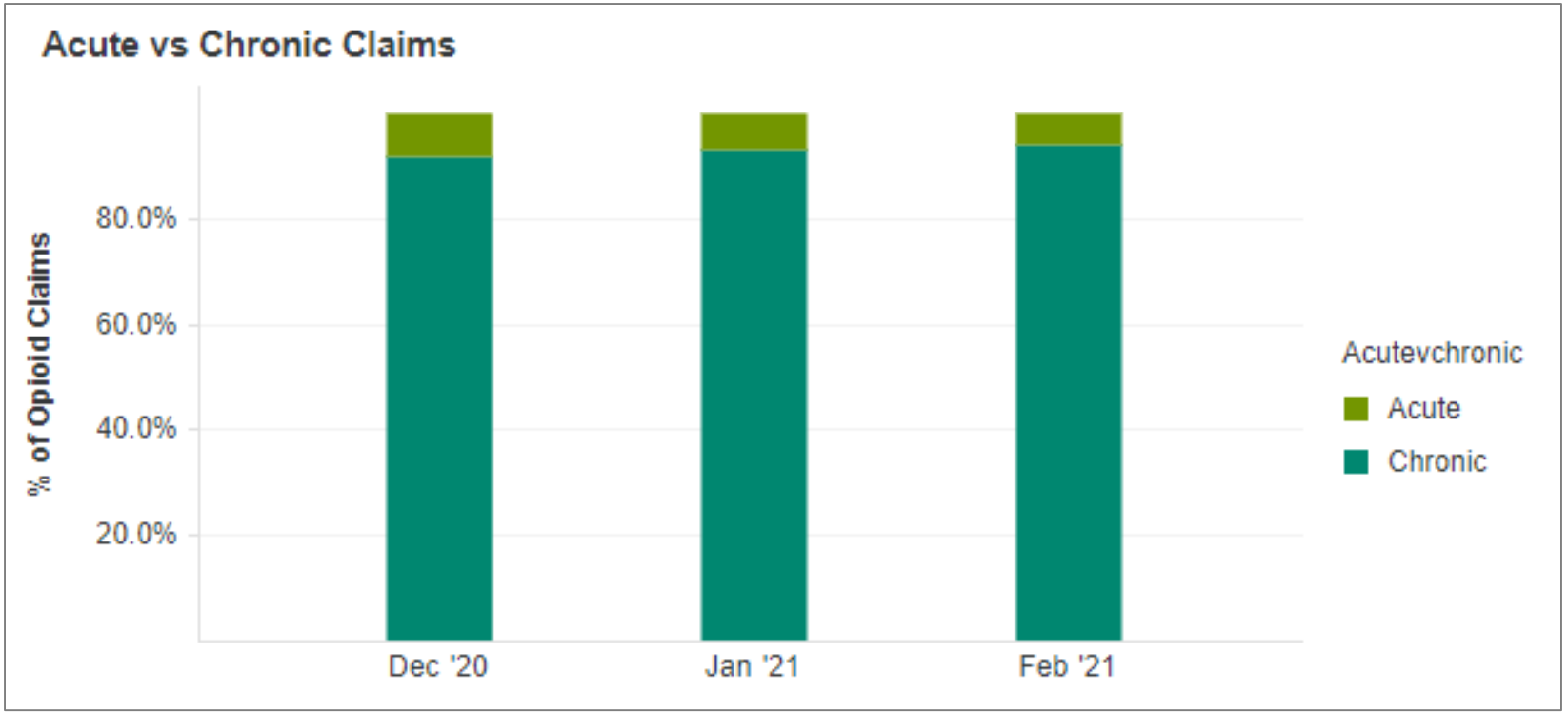


Purpose/Value: Identify the number of opioid transactions per case in each period

Navigation Options: Click on a data point to filter the rest of the content for that period

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Acute vs. Chronic Opioid Claims



Purpose/Value: Identify the % of opioid cases in the acute or chronic phase

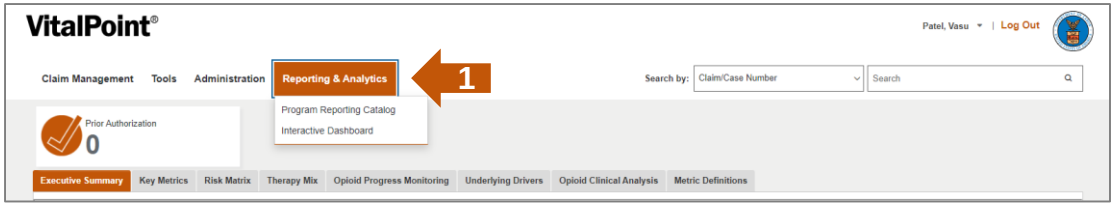
Navigation Options: Click on a data point to filter the rest of the content for that period

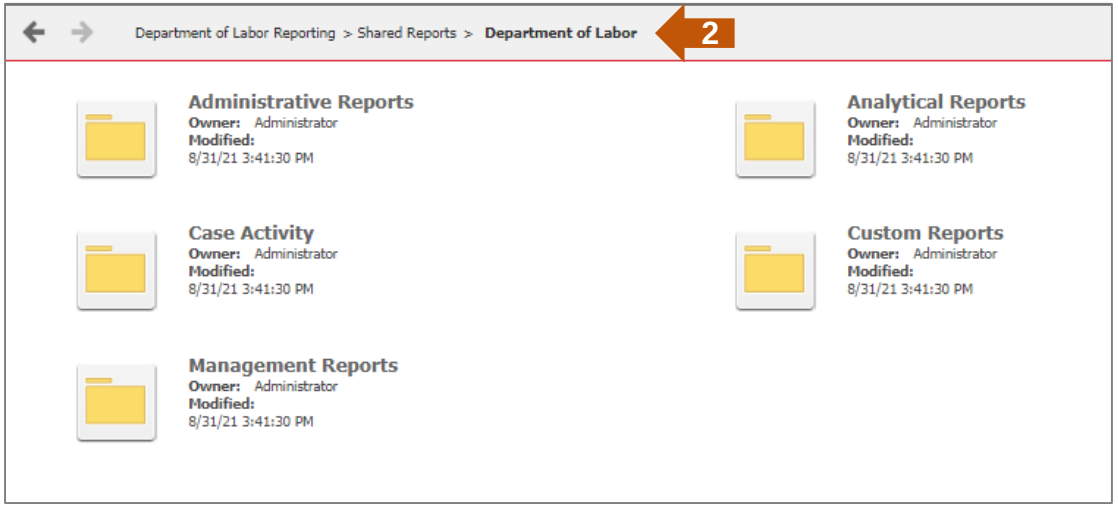
Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Program Reporting Catalog

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Access the Program Reporting Catalog





1. From the **VitalPoint menu,** select **Reporting & Analytics** from the header toolbar. Then select **Program Reporting Catalog**.
2. **New Tab:** A new tab will open on your browser and you will be presented with the following folders:
   - Administrative Reports
   - Case Activity
   - Management Reports
   - Analytical Reports
   - Custom Reports

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Program Reporting Catalog reports

Administrative Reports

- Case Activity Detail Result
- Case Activity Summary Result
- Formulary Management Detail Results

Case Activity

- Individual Case Activity Report

Analytical Reports

- Case Analysis
- Prescribing Physician Analysis
- Drug Level Analysis
- Therapeutic Class Analysis

Management Reports

- Average Cost and Savings per Day and Transaction by Program
- Formulary Management Summary
- Generic Dispensing/ Efficiency
- Total Pharmacy Summary

Custom Reports

- Benefit Check/Trial Claims Activity
- Brand vs. Generic Report
- Formulary Management Blocks for code 70 or 75
- New Cases for previous month
- Out of Cycle Reversals
- Self-Guided Pharmacy Report
- Specialty Medication Report
- Top 10 drugs by spend and volume
- Top 20 cases
- Top 20 therapeutic classes
- Transaction results from previous month for DAW 01
- Transaction results greater than or equal to $5,000
- Weekly new case results

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Report definition – Standard folder

Administrative reports folder

- Case Activity Detail Result: provides a detail of all pharmacy activities
- Case Activity Summary Result: provides case level summary of spend and transaction
- Formulary Management Detail Results: provides a detail report of rejected transactions due to formulary and utilization management

Case activity folder

- Individual Case Activity: provides transactional level results for specified case

Analytical reports folder

- Case Analysis: provides the top cases ranked by total network bill amount
- Prescribing Physician Analysis: provides top prescribers ranked by total network bill amount
- Drug Level Analysis: provides the top drugs ranked by total network bill amount
- Therapeutic Class Analysis: provides the top therapeutic classes ranked by total network bill amount

Management reports folder

- Average Cost and Savings per Day and Transaction by Program: provides the average cost per Day of therapy and average cost per transaction trend
- Formulary Management Summary: provides reject transaction and savings trends based for upheld (H) or overturned (S) rejects
- Generic Dispensing/ Efficiency: provides the generic efficiency and generic dispensing trend over a selected period
- Total Pharmacy Summary: provides a high level trend of pharmacy spend, transaction, savings broken out by retail and home delivery

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Report definition – Custom reports

Custom reports folder

- Benefit Check/Trial Claims Activity: provides the detail information on benefit check and trail claims
- Brand vs. Generic Report: provides the pharmacy program summary metrics broken out by brand and generic drugs
- Formulary Management Blocks for code 70 or 75: provides the details for prior authorization rejects (code 70 or 75)
- New Cases for previous month: provides a list of case with injury dates in the previous month
- Out of Cycle Reversals: provides a detail of out of cycle reversal
- Self-Guided Pharmacy Report: ad-hoc report that allows the end user to customize the report with specific attribute/data elements they would like to see on the report.
- Specialty Medication Report: provides the details for specialty medications processed
- Top 10 drugs by spend and volume: provides a summary of the top 10 medications (NDC level) dispensed in a period
- Top 20 cases: provides the top 20 cases over a rolling 3 month period
- Top 20 therapeutic classes: provides the top 20 therapeutic classes by spend and volume
- Transaction results from previous month for DAW 01: provides a detail report of all DAW 1 transactions processed in the previous month
- Transaction results greater than or equal to $5,000: provides a case activity detail report for transactions that cost $5,000 or above
- Weekly new case results: provides a report of new claimants that processed a transaction in the previous week

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

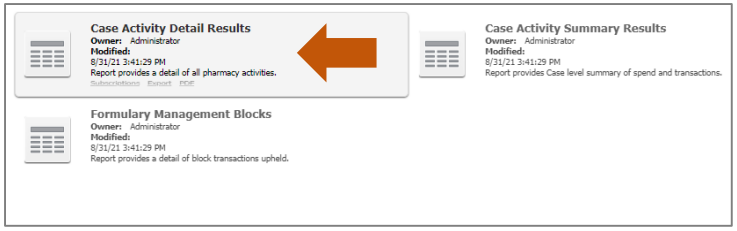
Executing a Report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

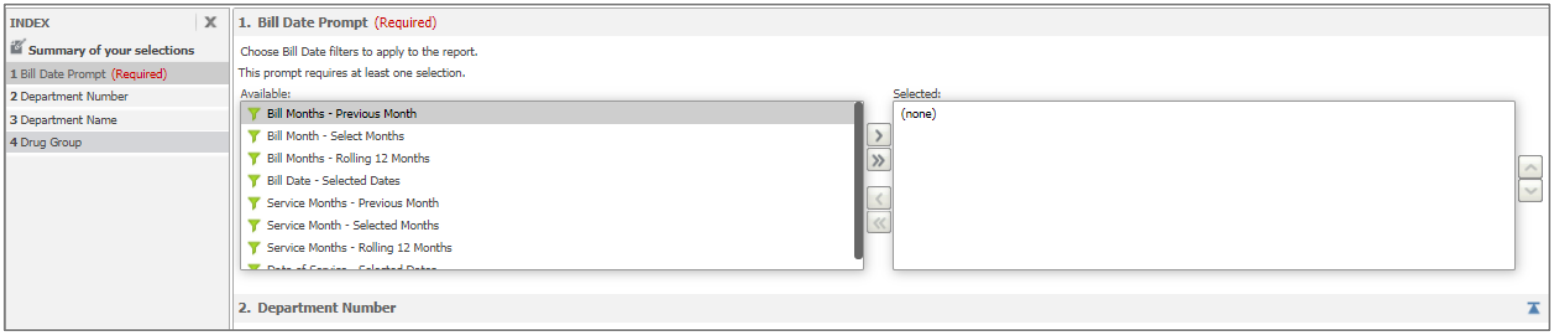
Executing a report



1. Click on one of the folder to execute a report.



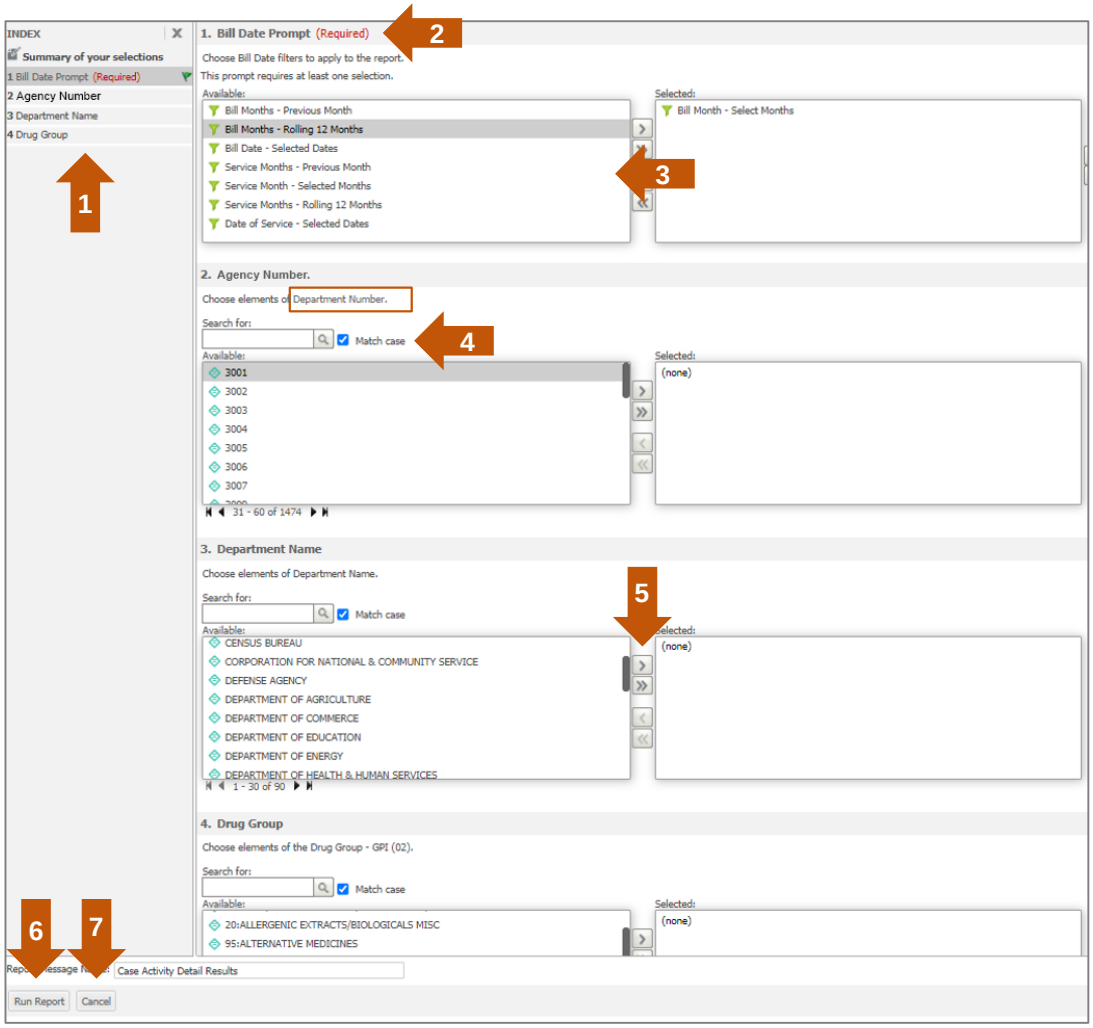
2. Click on the desired report to execute. Depending on the report, you may be prompted for more information before the report can run.
   NOTE: Non-prompted report will execute and return results when clicked.



3. If prompted, enter the required information:
   - Date Prompt – based on either Bill or Service dates
   - Department Number
   - Department Name
   - Drug Group

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Answering prompts

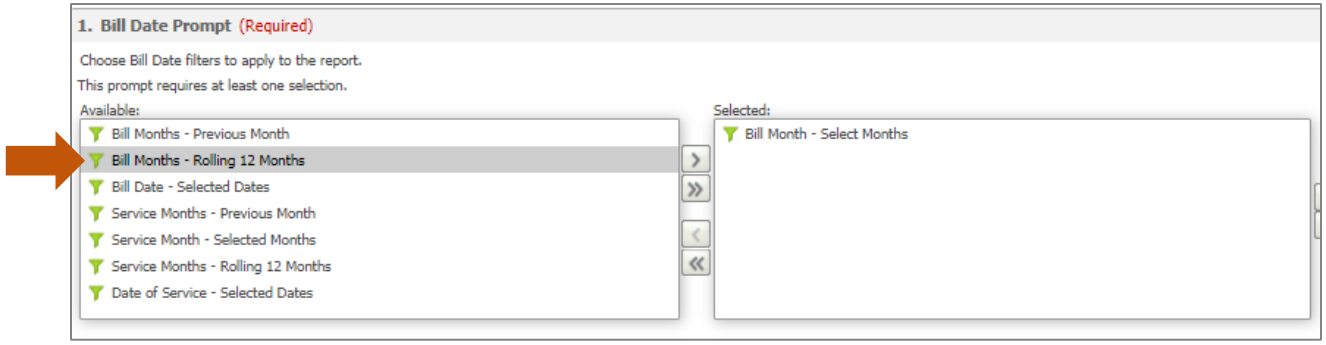


1. Prompts available in the report
2. Prompt must be answered to execute the report
3. Select date dimension to filter by: Bill/invoice date or Rx/Service date
4. Use to search for a specific value instead of scrolling through the list of available option to select
5. Move an individual item over to filter by over or select multiple. (Unanswered prompt will return an unfiltered report)
6. Click on the ‘Run Report’ button to execute your selection
7. Click on the ‘Cancel’ button to return to the folder

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Prompt types – Object Prompt

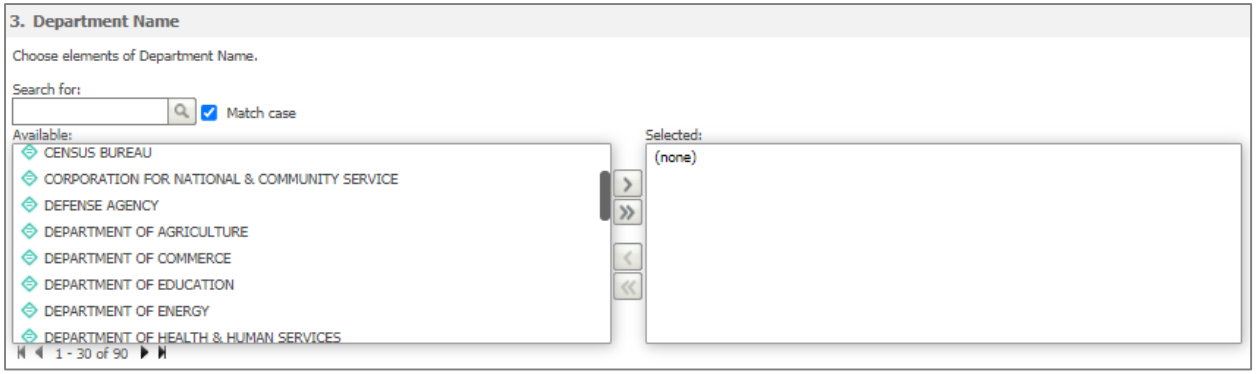


The Bill Date Option prompt is an example of an **Object Prompt**.

- Click the radio button next to the desired date range for the report.
- In this example, “Bill Month – Select Months” was selected by double-clicking

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Prompt types – Element Prompt



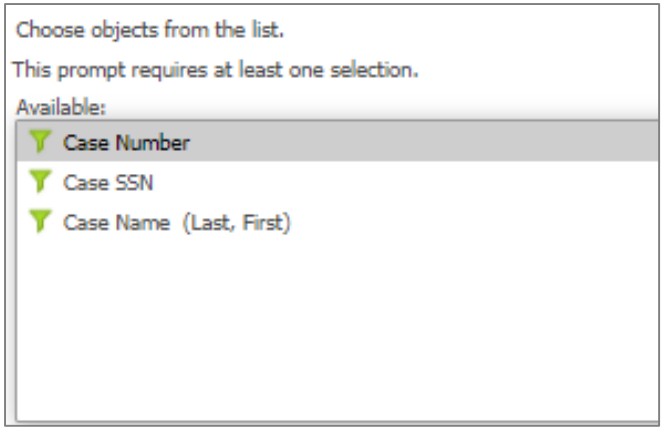
The Department Prompt is an example of an **Element Prompt**.

1. Do you want to select more than one category? **YES:** Go to Step 4 in this list of steps. **NO:** Go to Step 2 in this list of steps.
2. Click the appropriate categories listed under the “Available” on the left side of the prompt.
3. Go to Step 9 in this list of steps.
4. Are the categories adjacent to each other? **YES:** Go to Step 5 in this list of steps. **NO:** Go to Step 7 in this list of steps.
5. Press and hold the Shift key while clicking the desired starting and ending items, in the “Available” list, with the left mouse button.
6. Go to Step 9 in this list of steps.
7. Press and hold the Ctrl key while clicking the desired items, in the “Available” list, with the left mouse button.
8. Go to Step 9 in this list of steps.
9. Click the › symbol to move your choice(s) under the “Selected” on the right side of the prompt

OPTUM®

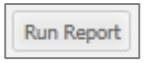
Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Prompt types – Object and Text Prompt



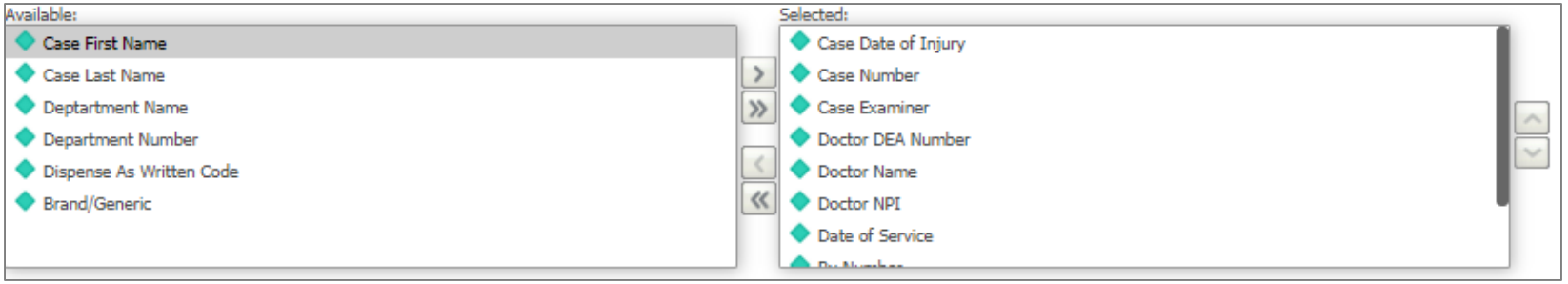
The Case Options prompt is a combination of an **Object prompt and Text prompt**.

1. Choose one of the Available methods.
2. Depending on the method selected, enter either the Case Number, Case SSN or Case Name (Last, First).
3. Click **Run Report.**



Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Report attribute selection



- You may choose which attribute fields to display on the report.
  NOTE: Default report fields are: Case Number, Date of Injury, Jurisdiction State, Carrier (carrier office), Adjuster, Employer Number, DEA License Number, Doctor, Pharmacy, Pharmacy State, RX Date, Brand/Generic, NDC, NDC Description, GPI Group, and Dispensed as Written Code

- You may also include Patient name or Employer Name in the report if appropriate. Any of the default attributes may be removed from the report if desired by using the arrow buttons between the two boxes. Also, the attribute order can be adjusted using the arrow buttons on the right side of the report prompt.

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Sample report

PAGE-BY: Department Number: Total Department Name: Total Agency: Total

Metrics	Bill Month	2021 Aug	Total
Retail Transactions		14,256	14,256
Retail FECA		$3,928,903.30	$3,928,903.30
Retail Bill Amount		$2,511,332.20	$2,511,332.20
Retail Savings		$1,417,571.10	$1,417,571.10
Retail Savings %		36.1%	36.1%
Home Delivery Transactions		314	314
Home Delivery FECA		$146,454.60	$146,454.60
Home Delivery Bill Amount		$109,960.50	$109,960.50
Home Delivery Savings		$36,494.10	$36,494.10
Home Delivery Savings %		24.9%	24.9%
Total Pharmacy Transactions		14,570	14,570
Total Pharmacy FECA		$4,075,357.90	$4,075,357.90
Total Bill Amount		$2,621,292.70	$2,621,292.70
Total Pharmacy Savings		$1,454,065.20	$1,454,065.20
Total Pharmacy Savings %		35.7%	35.7%
Home Delivery Penetration		3.20%	3.20%
Average Cost per Transaction		$179.91	$179.91
Average Cost per Day of Therapy		$5.51	$5.51

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Exporting a Report

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Export options

Export and report into another format. The export formats are outlined below:

Excel with plain text: Exports the report into Microsoft Excel as plain text. The content of the report is displayed using the default settings of Microsoft Excel. The overall structure and format of the report as displayed in the Web Portal is not retained.

Excel with formatting: Exports the report into Microsoft Excel with the same formatting, color, and overall structure that appears in the Web Portal – see the note at the bottom of the page regarding Microsoft Excel colors. This is the default.

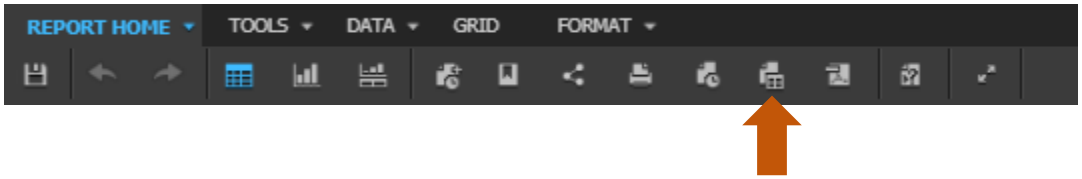
PDF: Exports the report in a PDF format. PDF (Portable Document Format) is a standard format created by Adobe Systems, Inc. To view the PDF file, you must have Adobe's free software called Acrobat Reader version 6 or greater installed. Exporting in a PDF format allows you to send report results to others while preserving the text and graphics within the report returned.

Plain text: Exports the report to a plain text page. The overall structure and format of the report as displayed in the Web Portal is not retained. Only the content of the report, displayed as text, appears in your browser. You can choose a comma, tab, semicolon, or space to separate the fields of text.

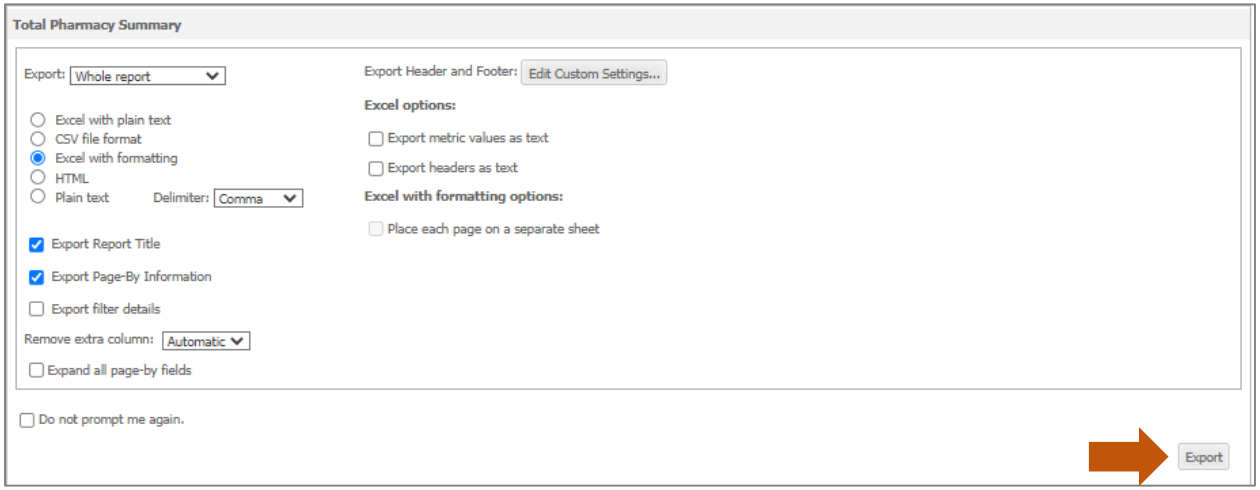
OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Export to Excel



Click the Export icon



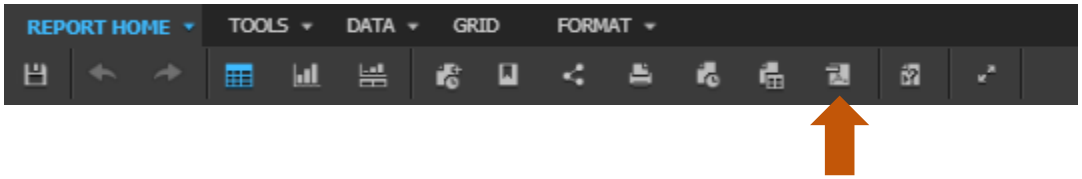
Accept the default settings or choose another export option.

1. Select the format type. In this example, the default export options were selected.
2. Once you have selected the export format type, click the **Export** button in the lower right hand corner of the screen.

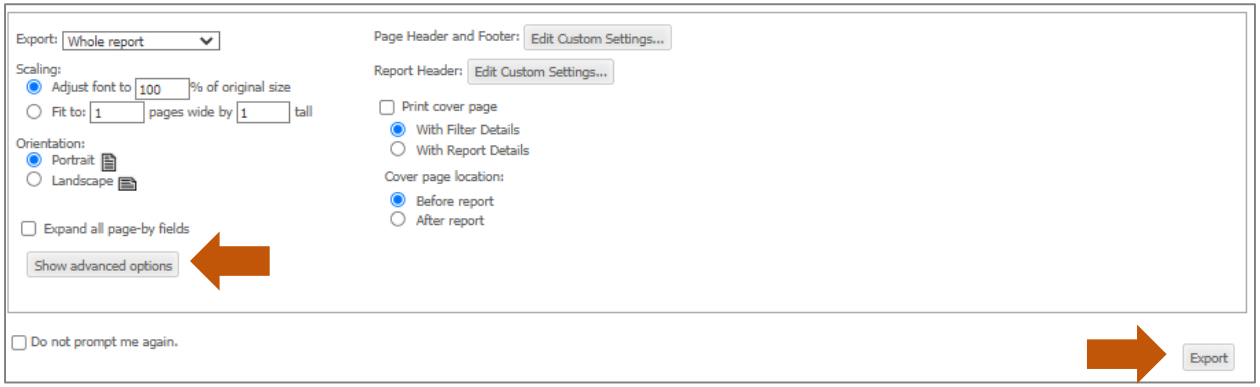
OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Export to PDF



Click the PDF icon in the toolbar



The Export PDF screen appears.

- Accept the default options or choose other options. You can also modify the Page Size and Margins by clicking the Show advanced options button.
- Normally the default settings are sufficient so the user can click the Export button. The report is exported and appears in the Acrobat Reader. From here you can save or print.

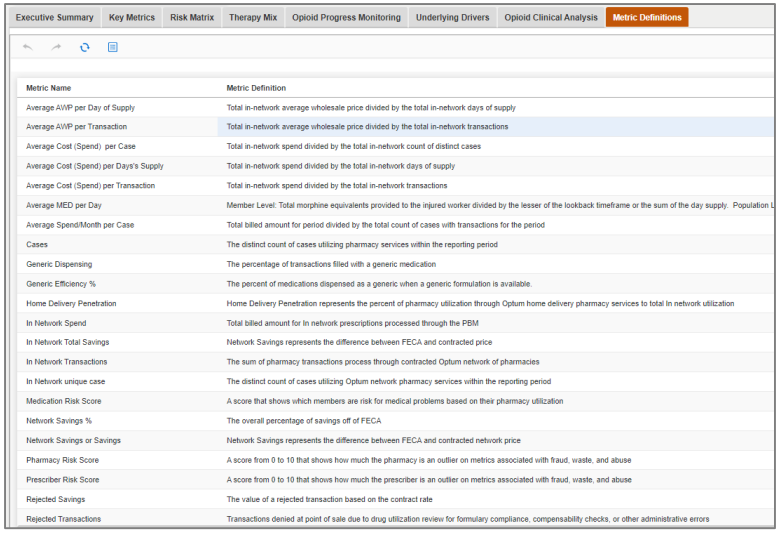
OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Metric Definitions

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Metric Definitions



Metric Name	Metric Definition
Average AWP per Day of Supply	Total in-network average wholesale price divided by the total in-network days of supply
Average AWP per Transaction	Total in-network average wholesale price divided by the total in-network transactions
Average Cost (Spend) per Case	Total in-network spend divided by the total in-network count of distinct cases
Average Cost (Spend) per Days's Supply	Total in-network spend divided by the total in-network days of supply
Average Cost (Spend) per Transaction	Total in-network spend divided by the total in-network transactions
Average MED per Day	Member Level: Total morphine equivalents provided to the injured worker divided by the lesser of the lookback timeframe or the sum of the day supply. Population L
Average Spend/Month per Case	Total billed amount for period divided by the total count of cases with transactions for the period
Cases	The distinct count of cases utilizing pharmacy services within the reporting period
Generic Dispensing	The percentage of transactions filled with a generic medication
Generic Efficiency %	The percent of medications dispensed as a generic when a generic formulation is available.
Home Delivery Penetration	Home Delivery Penetration represents the percent of pharmacy utilization through Optum home delivery pharmacy services to total In network utilization
In Network Spend	Total billed amount for In network prescriptions processed through the PBM
In Network Total Savings	Network Savings represents the difference between FECA and contracted price
In Network Transactions	The sum of pharmacy transactions process through contracted Optum network of pharmacies
In Network unique case	The distinct count of cases utilizing Optum network pharmacy services within the reporting period
Medication Risk Score	A score that shows which members are risk for medical problems based on their pharmacy utilization
Network Savings %	The overall percentage of savings off of FECA
Network Savings or Savings	Network Savings represents the difference between FECA and contracted network price
Pharmacy Risk Score	A score from 0 to 10 that shows how much the pharmacy is an outlier on metrics associated with fraud, waste, and abuse
Prescriber Risk Score	A score from 0 to 10 that shows how much the prescriber is an outlier on metrics associated with fraud, waste, and abuse
Rejected Savings	The value of a rejected transaction based on the contract rate
Rejected Transactions	Transactions denied at point of sale due to drug utilization review for formulary compliance, compensability checks, or other administrative errors

Tab: Metric Definitions

Description: Provides the detail definition of the metrics shown in the various tabs

Purpose/Value: Quick reference area to better understand a metric in any of the other tabs

Line of Business: Pharmacy

Primary Audience: Nurse/Clinical Case Manager

Refresh Frequency: Not Applicable

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Definition of metrics found in reports

Metric	Definition	Tab
Total Spend	This represents the total Optum billed (contracted price) for in-network transactions	Executive Summary
Network Savings or Savings	Network Savings represents the difference between the reference price (OWCP FECA fee schedule) and contracted price or allowable amount for out of network transactions	Executive Summary
Network Savings %	The overall percentage of savings to total reference price (OWCP FECA fee schedule)	Executive Summary
Claimants/Cases	The distinct count of patients utilizing pharmacy services within the reporting period	Executive Summary
Transactions	The sum of all pharmacy transactions process through in network	Executive Summary
Rejected Savings	The value of a rejected transaction based on the contract rate	Executive Summary
Rejected Transactions	Transactions denied at point of sale due to drug utilization review for formulary compliance, compensability checks, or other administrative errors	Executive Summary
In-Network Spend	Total spend for Optum in-network transactions priced at the contract rate	Key Metrics
In-Network Total Savings	Network Savings represents the difference between the reference price (OWCP FECA fee schedule) and contracted price	Key Metrics
In-Network unique Claimants	The distinct count of patients utilizing Optum network pharmacy services within the reporting period	Key Metrics

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Definition of metrics found in reports *continued*

Metric	Definition	Tab
In-Network Transactions	The sum of pharmacy transactions processed through contracted Optum network of pharmacies	Key Metrics
Home Delivery Penetration	Home Delivery Penetration represents the percent of pharmacy utilization through Optum home delivery pharmacy services compared to total in network utilization	Key Metrics
Network Penetration	Represents the percent of transactions processed in the Optum network compared to total transactions processed. Only applicable if Optum performs bill review for the client. Non-bill review clients will have 100% network penetration.	Key Metrics
Average Cost (Spend) per Transaction	Total in-network spend divided by the total in-network transactions	Key Metrics
Average AWP per Transaction	Total in-network average wholesale price divided by the total in-network transactions	Key Metrics
Average AWP per Day of Supply	Total in-network average wholesale price divided by the total in-network days of supply	Key Metrics
Average Cost (Spend) per Days' Supply	Total in-network spend divided by the total in-network days of supply	Key Metrics
Average Cost (Spend) per claimant	Total in-network spend divided by the total in-network count of distinct cases	Key Metrics

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.

Definition of metrics found in reports *continued*

Metric	Definition	Tab
Generic Efficiency %	The percent of medications dispensed as a generic medication when a generic formulation is available. (In Network only)	Key Metrics
Generic Dispensing	Represents the percentage of transactions that were dispensed as a generic medication	Key Metrics
Average MED per Day	Case level: Total morphine equivalence provided to the injured worker divided by the lesser of the lookback timeframe or the sum of the day supply. Population level: Average of the average MED per day for all cases identified within a population group (by prescriber, pharmacy, etc).	Risk Matrix
Average Spend/Month per Case	Total billed amount for period divided by the total count of cases with transactions for period	Risk Matrix
Pharmacy Risk Score	A score from 0 to 10 that shows how much the pharmacy is an outlier on metrics associated with Optum's fraud, waste, and abuse criteria	Risk Matrix
Prescriber Risk Score	A score from 0 to 10 that shows how much the prescriber is an outlier on metrics associated with Optum's fraud, waste, and abuse criteria	Risk Matrix
Medication Risk Score	A score that shows which cases are at risk for medical problems based on their prescription utilization	Risk Matrix

OPTUM®

Confidential property of Optum.
Do not distribute or reproduce without express permission from Optum.



About Optum Worker's Comp and Auto No-fault Solutions

Optum Workers' Comp and Auto No-Fault Solutions collaborates with clients to lower costs while improving health outcomes for the injured persons we serve. Our comprehensive pharmacy, ancillary, medical services, and settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure injured persons receive safe, appropriate and cost-effective care throughout the lifecycle of a claim. For more information, email us at expectmore@optum.com.

© 2021 Optum, Inc. All Rights Reserved. All other brand or product names are trademarks or registered marks of their respective owners. Optum continuously improves our products and services and reserves the right to change specifications without prior notice.