intercare

Pharmacy solutions to help Intercare clients achieve their goals

December 14, 2023

Optum



Agenda

1. **PBM overview**
2. **Optum process**
3. **Flexible web portal**
   VitalPoint®
4. **Controllable network**
5. **Empathetic care**

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The dedicated Intercare Optum account team



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Our pharmacy solution offers Intercare clients differentiating value

For more than 10 years, Intercare and Optum have partnered to build a customized pharmacy program

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Pharmacy benefit manager (PBM)

A pharmacy benefit manager (PBM) administers medication coverage as designated by a payer. One of the PBM's primary goals is to maximize the therapeutic outcomes of a covered person while reducing costs for stakeholders (these include the payer, the prescriber, the pharmacy, and the patient). An important objective of a PBM is to simplify the medication adjudication process, which is accomplished through various strategies.

Carefully vetting drugs for safety and efficacy through clinical monitoring

Offering guidance for stakeholders to provide better care



Using data to monitor for elements of misuse or waste

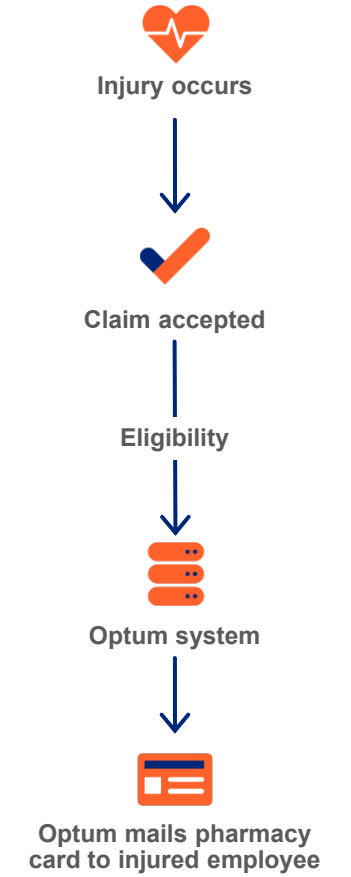
Finding those at high risk for treatment misadventures

Managing a provider network to deliver medications at a fair price

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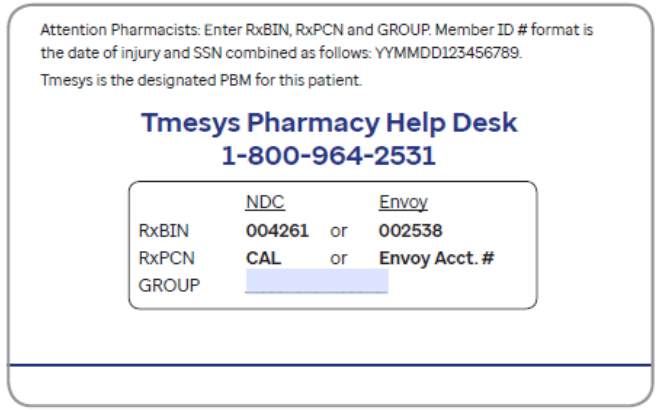
Referral and adjudication process

Referral process



Pharmacy process





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Referral and adjudication process

Referral process

Injury occurs

Claim accepted

Eligibility

Optum system

Optum mails pharmacy card to injured employee

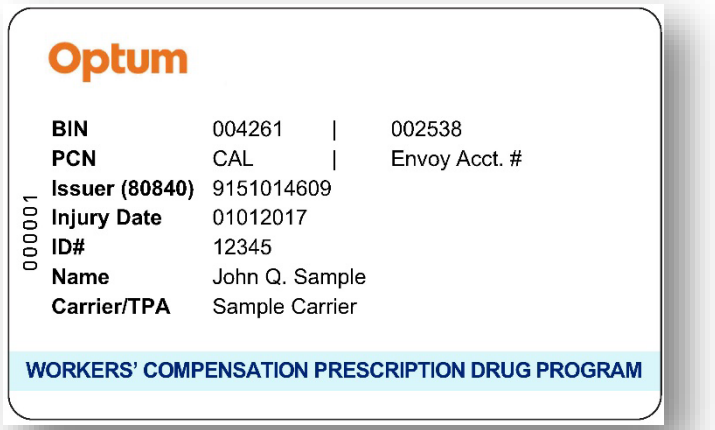
Pharmacy process

IW presents script with pharmacy card

Pharmacy submits 'real time' to Optum

Optum system

Prescription filled, blocked or prior auth required



RXBIN: number that tells the pharmacy what system to access for eligibility, coverage, and billing when an injured employee comes into the pharmacy with a prescription.

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Prior authorization process

Referral process

Injury occurs

Claim accepted

Eligibility

Optum system

Optum mails pharmacy card to injured employee

PBM process

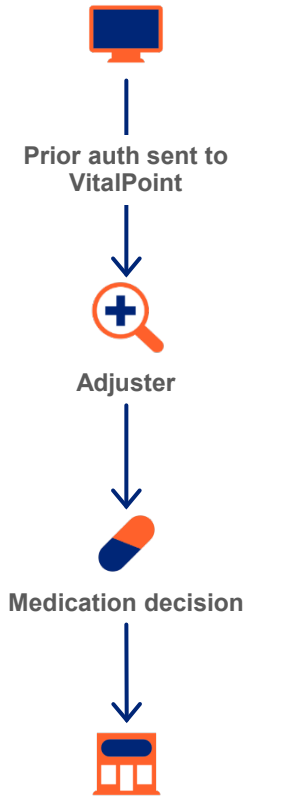
IW presents script with pharmacy card

Pharmacy submits 'real time' to Optum

Optum system

Prescription filled or prior auth required

Prior auth process



Optum Point-of-sale edits

- ✓ Eligibility for services
- ✓ Formulary compliance
- ✓ WC relevancy/injury relatedness
- ✓ Compliance with state WC laws
- ✓ Unsafe dosing levels
- ✓ Therapy duplications
- ✓ Drug-to-drug interactions
- ✓ Drug-spending caps
- ✓ Availability of generic equivalent
- ✓ Authorized physician
- ✓ Refill too soon
- ✓ Claim level exceptions

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Formulary layers



State of jurisdiction restrictions

Based on state-specific ODG rules ensuring compliance with state-mandated medication therapy.



Client-specific list

Based on analysis of client current pharmacy transactional data with formulary reflecting specific utilization patterns and client recommendations.



Standard default global formulary

Includes medications related to a broad range of injuries typical in workers' compensation, while limiting medications used in chronic injuries to chronic phase of injury.



Injured employee level formulary

Decisions based on prior authorization requests result in injured employee-specific formulary that will be unique to medication involved so future transactions for medication will process based on previous decision of claims adjuster.



Surgery formulary

Includes medications typically prescribed for pre- and post-surgical procedures specifically required for surgery recovery.

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Customized web portal

We simplify workloads and guide decisions through our powerful digital capabilities

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VitalPoint® is flexible, customizable, for better claim results



- Transaction management
- Claims management support
- Clinical management
- Data and analytic tools

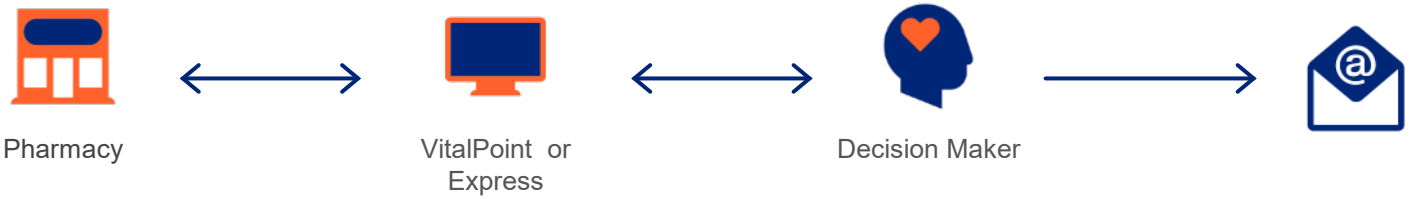
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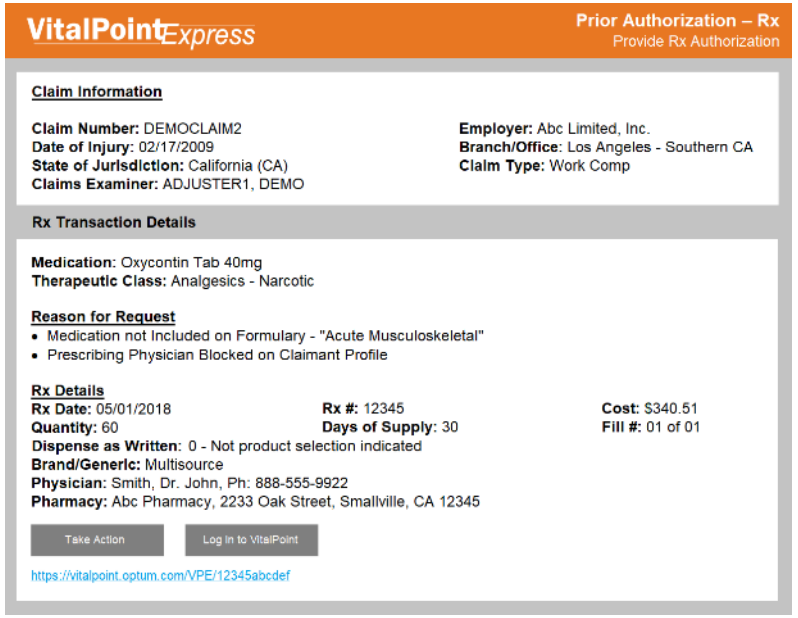
VitalPoint & VitalPoint Express

Web portal and e-mail-based tools for streamlined transaction management

VitalPoint is a secure, web-based application that allows claims adjusters to make decisions on pending pharmacy transactions online versus over the phone.

VitalPoint Express is an email means of providing the claims adjusters with the ability to make the same authorization decisions without requiring actual login to VitalPoint, without sacrificing security.




VitalPoint Express

Prior Authorization – Rx
Provide Rx Authorization

Claim Information

Claim Number: DEMOCLAIM2
Date of Injury: 02/17/2009
State of Jurisdiction: California (CA)
Claims Examiner: ADJUSTER1, DEMO

Employer: Abc Limited, Inc.
Branch/Office: Los Angeles - Southern CA
Claim Type: Work Comp

Rx Transaction Details

Medication: Oxycontin Tab 40mg
Therapeutic Class: Analgesics - Narcotic

Reason for Request

- Medication not Included on Formulary - "Acute Musculoskeletal"
- Prescribing Physician Blocked on Claimant Profile

Rx Details

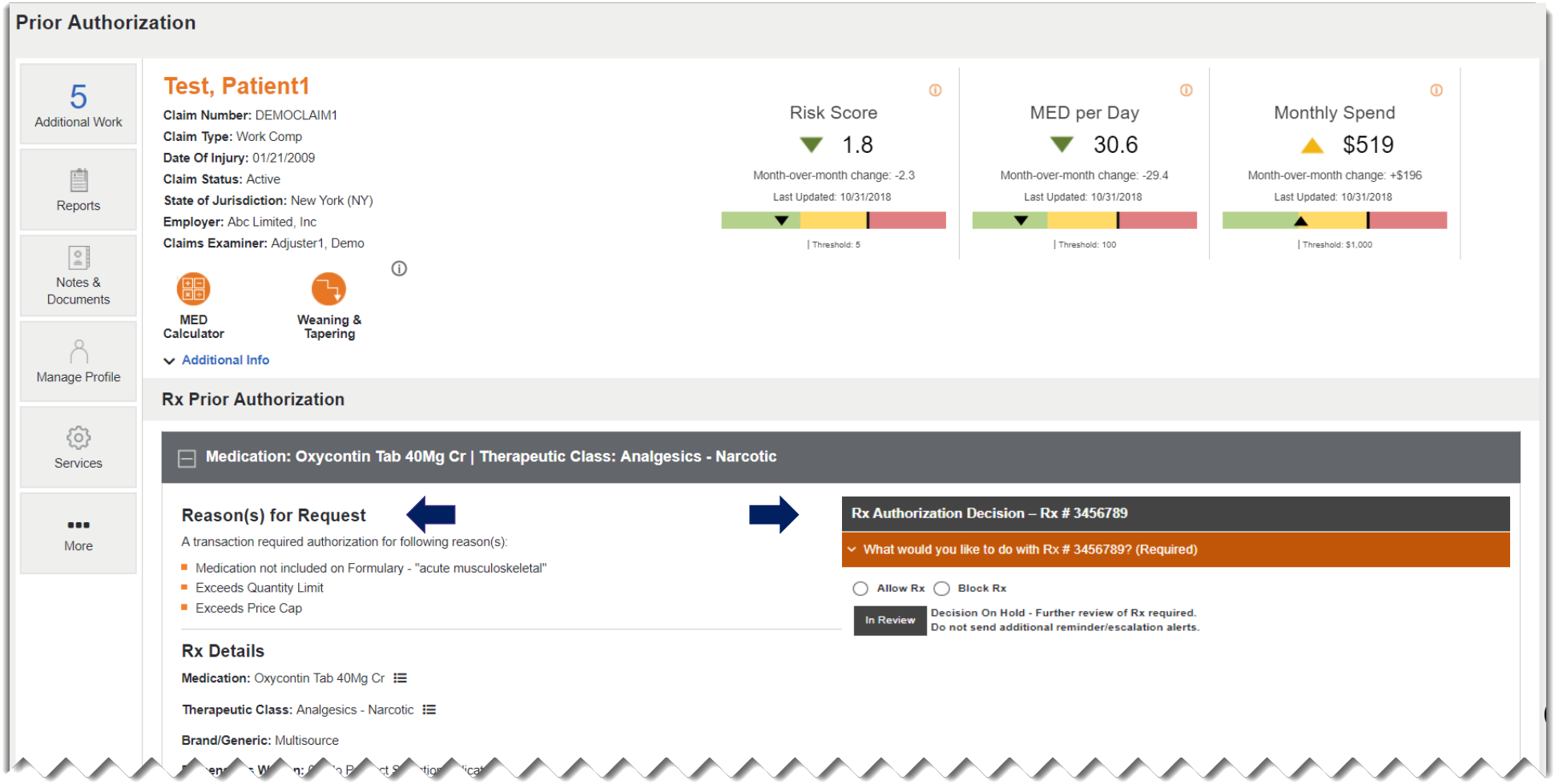
Rx Date: 05/01/2018
Rx #: 12345
Cost: $340.51
Quantity: 60
Days of Supply: 30
Fill #: 01 of 01
Dispense as Written: 0 - Not product selection indicated
Brand/Generic: Multisource
Physician: Smith, Dr. John, Ph: 888-555-9922
Pharmacy: Abc Pharmacy, 2233 Oak Street, Smallville, CA 12345

Take Action | Log in to VitalPoint

https://vitalpoint.optum.com/VPE/12345abcdef

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Understanding the work details/decision page



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Controllable network

Driving dramatic savings and accessibility through our expansive, controllable network

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We offer the industry's most powerful PBM solution



Optum Tmesys® and home delivery networks

National, wholly-owned workers' compensation-specific network consisting of nearly 60,000 retail pharmacies, home delivery, and specialty pharmacies supported by a proprietary adjudication platform



Affiliate network of non-traditional dispensers

Partnerships with physician dispensers, occupational health clinics, direct mail order pharmacies



Network enforcement

Partnerships with third-party billers and our ownership and technology integration with SRPS to convert transactions from network pharmacies in network



Post Pharmacy bill review

InterMed processes any out of network transactions. An automated process sends daily to Optum injured employee to be re-indexed into network for future prescriptions.



Driving to the highest (94-98%) network capture

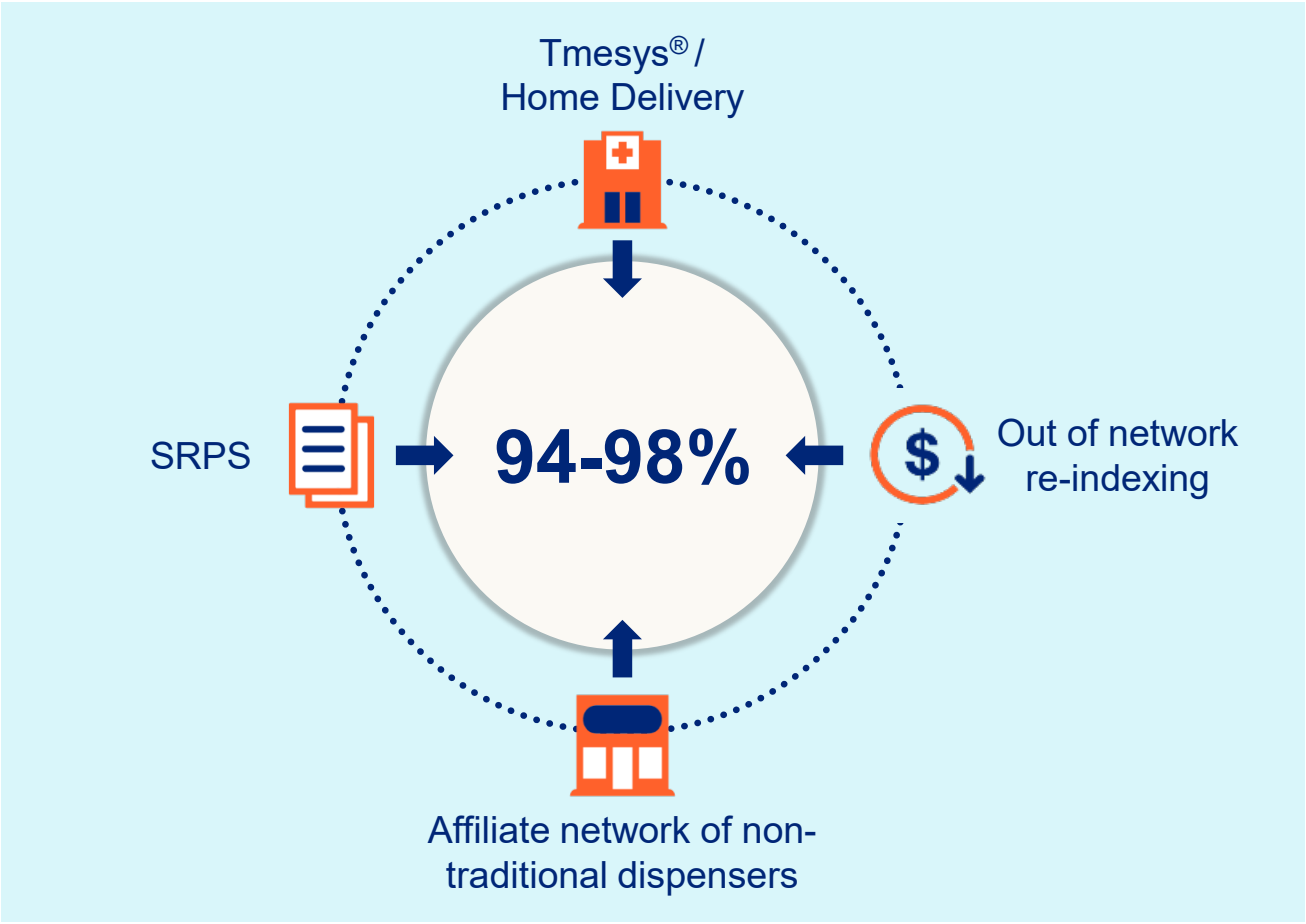
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Multi-tiered approach delivers best-in-class network enforcement and clinical oversight to lower costs and improve outcomes

Transactions that are often viewed as uncontrollable for network capture by other PBMs

- First fills
- SRPS
- Occupational health clinics
- Physician dispensers
- Mail order pharmacy providers
- Paper bills sent to Intercare for processing



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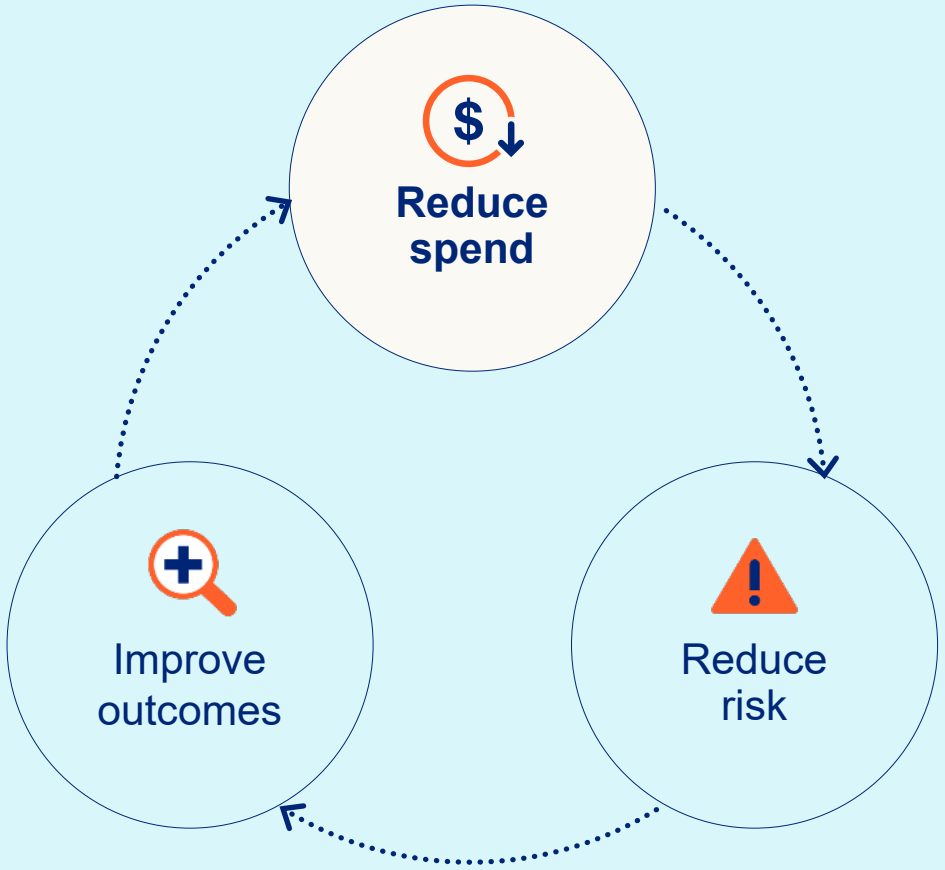


Empathetic care

Achieving best outcomes for your business and injured employees through personal human oversight

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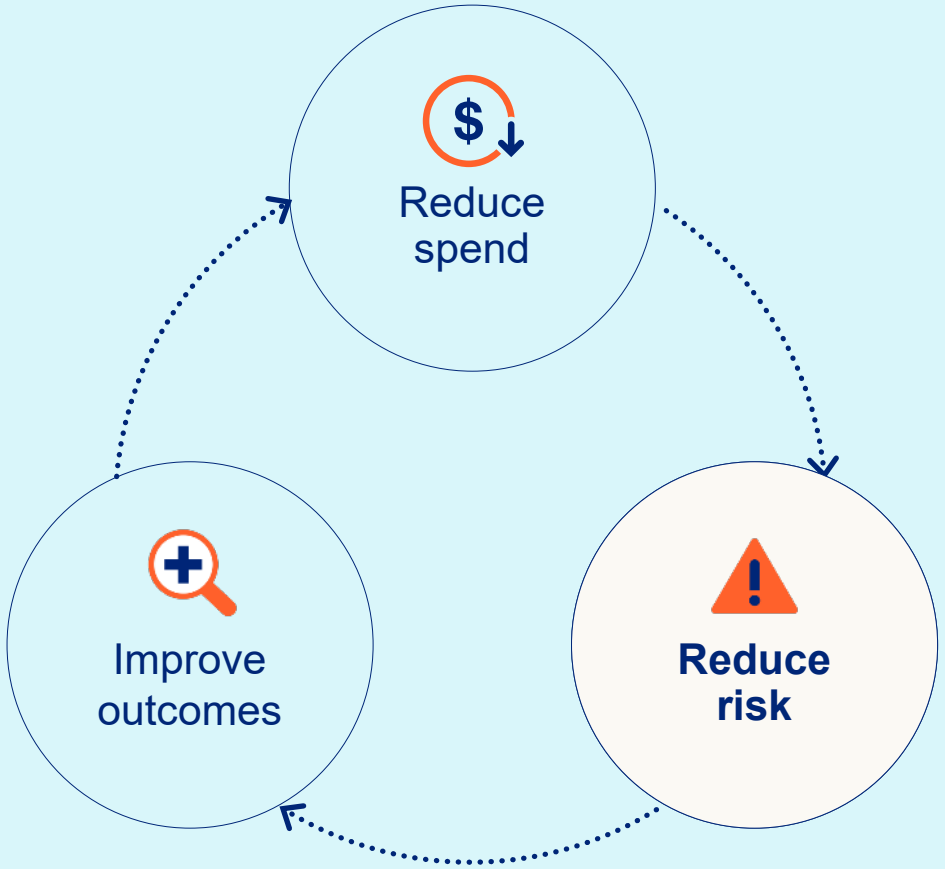
Pharmacy transactions are screened for eligibility and formulary compliance in real time



- Custom formulary
- Eligibility checks
- Claim profile validations
- Prior authorization assist
- Prescriber, regulatory, utilization and cost controls

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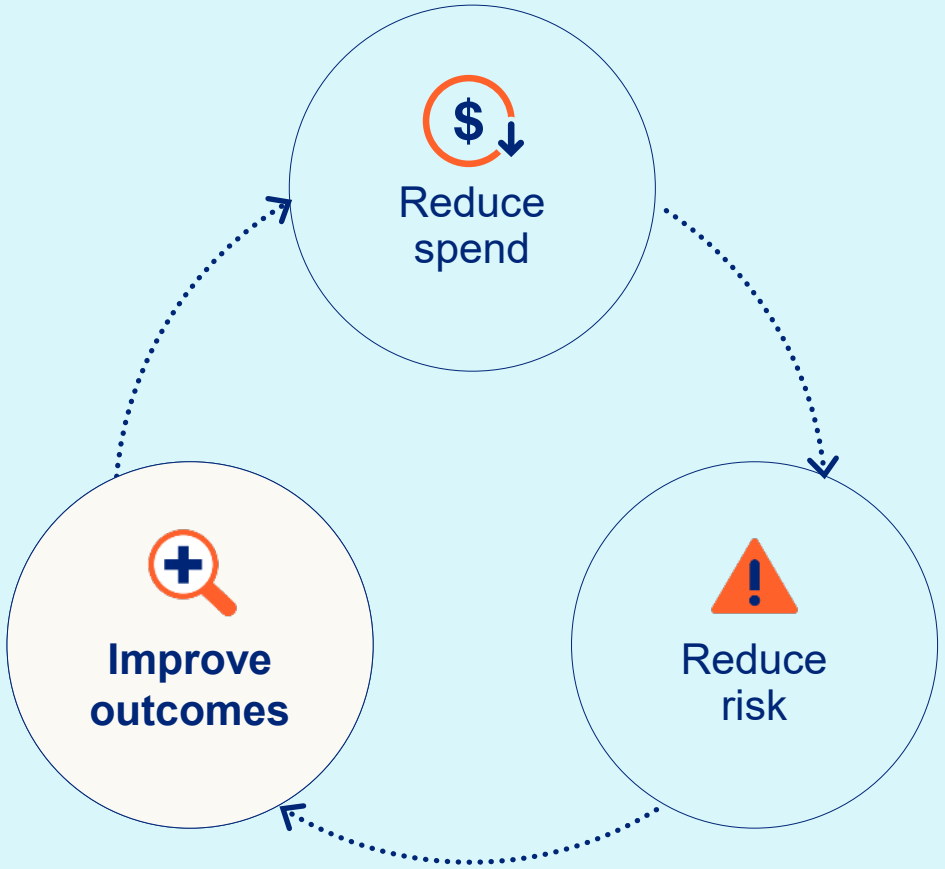
Actionable alerts quickly inform claims professionals of emerging risk and the reason for concern with recommendations on how to mitigate risk directly



- Risk scoring
- Clinical Escalation Alerts
- Predictive analytics
- Clinical triaging
- Clinical round tables

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Clinical intervention evaluates specific issues with a claim or the entire pharmacy or medical treatment of a claim and provides recommendations



- Clinical letters
- Drug utilization evaluations
- Medication reviews
- Peer-to-peer outreach
- Nurse prior authorization

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Predictive analytics may be used to determine which claims will result in long-term pharmacy costs

Data

- Injured employee pharmacy behavior
- Injured employee demographics
- U.S. Census and Bureau of Economic Affairs data
- Pharmacy data

Predictive analytics

High-risk injured employee identification

Triage process

- **Clinical Escalation Alerts**
- **Clinical letters**
- **Medication reviews**
- **Peer-to-peer outreach**
- **Drug test reviews**
- **No intervention recommendation**

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We’re committed to your success, now and in the future

We are invested in you, and as such we continue to implement innovation that positively impacts your business

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Some of the newer program capabilities that will deliver operational efficiencies and more appropriate care



Virtual pharmacy card



ePrescribing



Cohort reporting



Chat



Integrated training videos



Program trends and risk dashboard

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We focus on in-depth strategy and future business goals and discussions while inspecting trends and program comparisons

Implementation

Public Policy & Regulatory Affairs

Legal and Compliance

24/7/365 Call Center

Clinical

Quality Assurance



Reporting/Analytics

Strategy

Product Development

Finance

Information Technology

Business Development

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We make pharmacy benefits management better, clinically and financially — better, for you and your injured employees

Clinical expertise and data analytics

Administrative efficiencies



Better injured employee outcomes

Economic gain and savings

Enhanced user experience

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To everyone involved …

It is a pleasure to work with you.

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Thank you

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About Optum Workers' Compensation and Auto No-Fault Solutions

Optum Workers' Compensation 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, managed care 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.

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