

PHARMACY ADVANTAGE SERVICE

Pharmacy Reimbursement Eligibility Overview



DESCRIPTION

Medidal's Pharmacy Reimbursement Eligibility product can find reimbursement on self-pay pharmacy accounts at Safety Net hospitals. We conduct searches for Medicare Part D and Medicaid eligibility and, once accounts are identified, we submit the claims as part of the included service.

MARKET DIFFERENTIATION

Medidal was founded on the belief that intelligent automation will outperform manually administered and "generic" revenue cycle solutions. Our automated processes--both real-time and batch--allow us to surpass in both volume and results the output of companies several times our size. We offer:

1. **A track record of success.** Medidal has a simple definition of success: the delivery of more dollars, more claims, and in less time than anyone else.
2. **Speed and accuracy.** Automated solutions reduce human error and can conduct full, comprehensive reviews of 100% of the claims much more quickly; services that rely largely on manual processes typically "cherry pick" rather than perform full review.
3. **End-to-end process management.** Perceived reduced up-front fees can shift hidden costs back to the client; cost benefits gained through outsourcing may be reduced due to heavy use of in-house resources & training.

RESULTS

Medidal boasts an enviable success rate. As the pharmacy claims processor of record for one Illinois-based hospital system, Medidal had successfully recovered more than \$250 million (gross) in paid pharmacy claims over a 9-year period.

INTEGRATION

While Medidal is capable of processing real-time pharmacy claims, we recommend batch processing to the majority of our clients: because we are not limited by NCPDP real-time protocols that restrict access to NCPDP data fields, batch processing efforts are more successful. Additionally, batch processing also allows full utilization of the X12 telecommunications standard, which in most states translates to more transactional flexibility.

Integration with hospital systems is not necessary in order to perform our pharmacy eligibility service via batch. Medidal provides data requirements to assist in automated file creation, reducing the need for manual ETL processes on the facility's side.

Access to Medidal's secure file transfer is then provided to the facility for file dropoff, and claims processing and adjudication is completed within 48-hours of file receipt.

SOFTWARE & TECHNOLOGY

The workflow and technology available to vendors capable of performing pharmacy eligibility claims processing rarely differs; it is the software utilized that sets one service apart from the others. This alone will determine which eligible claims are discovered & paid, as well as the speed with which the process cycles.

Medidal has developed proprietary algorithms that automate the bucketing of data received from the facility, Medicare and Medicaid. This allows for prioritization of claims for further discrete processing, including denial management.

Medidal utilizes a virtual server structure to ensure scalability and reliability of service.

The result: a fast, automated, highly accurate and efficient claims processing service solution.

