

# Pharmacy Benefit Managers (PBM) Solutions

The Perfect Prescription for Patient Satisfaction, Compliance and Cost-Effectiveness



Alorica partners with America's top PBMs to increase prescription turnaround times with **99.4% accuracy**. With more than 15,000 employees dedicated to healthcare, our **7,000+ PBM advocates** support a variety of prescription processes, ranging from mail order conversions to supporting high-risk specialty medication prescriptions. And **unlike other partners**, Alorica's licensed pharmacists, certified pharmacy technicians and licensed, non-dispensing pharmacies provide valuable resources that can **scale your operations and centralize more functions**—all while data-driven analytics help you meet your business goals and enhance member and provider experiences.

It's what we call a prescription for success.



## FAST FACTS

- **7,000,000+** prescription-processing activities conducted each year by our licensed, non-dispensing pharmacy with oversight by our Pharmacist-in-Charge (PIC) and Healthcare Compliance Team
- Recognized as **Industry Leader and Star Performer** in Healthcare Contact Center Outsourcing by Everest Group, 2017
- **52%** of Alorica's healthcare business is with PBMs
- One of the **largest and most mature healthcare footprints** in the industry
- **7,000+** advocates supporting PBMs from **22** domestic and offshore sites and from Alorica-at-Home
- Faster speed-to-proficiency with **25%** less training time for Alorica healthcare advocates
- **100%** of all resources are re-qualified annually by Alorica's Healthcare Compliance Team
- **Established turnaround time (TAT)** compliance commitments at all process phases

## The Alorica Advantage



### Alorica's Pharmacy

Each year, Alorica conducts over 7 million prescription-processing activities through its pharmacy—which no other outsourcing provider offers. Our non-dispensing pharmacy is registered and licensed in 3 states; plans are underway for further expansion in 2022. PBMs benefit from a cost effective, high production, scalable pharmacy that supports both long-term steady-state and peak volumes, while sustaining Six Sigma-level quality of clinical services. This critical resource can help streamline your operation and drive accuracy scores.



### Healthcare Compliance

We oversee thousands of licensed and non-licensed healthcare professionals, including pharmacists and pharmacy technicians, with oversight by our PIC and a Healthcare Compliance Team.

## The Journey Starts Here

### Ready to branch out?

Contact us today for innovative solutions to your pharmacy benefit company's customer service needs.

## PBM LIFECYCLE CAPABILITIES

- Provider Services
- Member Services
- Back-Office Services
- Pharmacy Center of Excellence:
  - PBM Rx Order
  - Clerks
  - PBM Rx Order
  - Pharmacy Technicians
  - Pharmacists
  - Rx Review and Care Coordination
- Revenue Cycle Management (RCM)

## PBM SERVICES

- Enrollment and Onboarding Support
- Eligibility and Benefits, including Refills and Reject Overrides
- Pharmacy Help Desk and Web Support
- Prior Authorization (PA)/Coverage Review Determination (CRD)
- Mail-Order Prescription Processing
- Mail-Order Conversion
- Appeals and Grievances
- Pharmacovigilance and Regulatory Services
- Specialty Medication Management Services
- RCM: Early-out Services and Receivables Management
- Multichannel Voice and Non-voice, including Automation and Self-Help