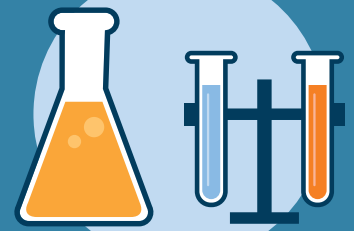# PRESCRIPTION
FOR SUCCESS
A Healthcare Expansion Case Study

THE CHALLENGE

In anticipation of increased volumes and a growing need for Prior Authorization support, a leading Pharmacy Benefits Manager (PBM) turned to us for help. Within a two-month timeframe, the client needed us to help scale and secure more than 500 additional licensed Pharmacy Technicians and 200 registered Pharmacists—not to mention fully train them to a master-level of proficiency in order to support the Prior Authorization function—all while meeting local and state regulatory and licensing requirements.

Marching orders, check. We were off.

THE SOLUTION

We took an innovative approach in hiring by recommending a combination work-at-home environment for the Pharmacists and a brick-and-mortar environment for the Pharmacy Technicians. We developed a meticulous, robust and highly secure deployment model that allowed newly hired Registered Pharmacists to easily connect to both the client's and Alorica's systems and to reach speed-to-proficiency quickly and efficiently.

To facilitate virtual training, we applied our award-winning program to the client's dynamic training materials and tailored them to a virtual environment. And we didn't stop there, opting to build in enhancements—including "knowledge checks" and assessments—to ensure thorough understanding of the material. The client has since adopted these enhancements and incorporated them into their own training content.

THE OUTCOME

Thanks to our strong relationship with the client and meticulous planning and execution, more than 700 Pharmacy Technicians and Pharmacists were trained on the Prior Authorization process in time for the client's peak season. Our experience in the virtual environment resulted in a stress-free onboarding and training process for Registered Pharmacists, which has ultimately driven high productivity among this group.

Finally, the Prior Authorization function requires extremely high-quality work to be completed within an expedited time-to-proficiency window. Specifically, Medicare Part D Prior Authorization requires a Quality Compliance goal of 99.5%. The average Quality Compliance across our locations is 99.9%—and never one to rest on our laurels, we're working on that final tenth of a percent.

REAL-WORLD RESULTS

More than
700
Pharmacy Technicians and Pharmacists hired within two months

99.9%
average Quality Compliance scores achieved across all sites

Standardized **onboarding and development processes,** including proficiency in Prior Authorization

Reduced **travel, training and support costs**

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