Health Plan and PBM Integration and Migration
In the last decade, the healthcare industry has become increasingly focused on optimizing the integration between Payer and PBM which has shown significant improvement on controlling cost of drugs. Health plans and PBM’s are recognizing that the value of pharmacy benefits can be increased by integrating pharmacy data into broader patient care activities. Integrated medical and pharmacy data will allow health plans and PBM’s to develop more clinical intelligence about patients which can help drive some patient centric products.

GalaxE’s experience working with PBM and Payer clients provides in-depth knowledge of business processes across both sides. This helps us provide deeper insight on next generation PBM-Payer interactions, along with supporting legacy integrations.

The transition, or integration of, a new PBM requires sophisticated, accurate and highly synchronized migration of very large datasets. In most cases, migration to a new PBM coincides with updated product offerings, pricing changes, and refinement of formulary and drug lists. GalaxE’s experience working with PBM and Payer clients provides in-depth knowledge of business processes across both sides. This helps us provide deeper insight on next generation PBM-Payer interactions, along with supporting legacy integrations.

Key Features
- Benefits and formulary optimization including HIX operations
- Enrollment, eligibility and accumulator systems and processes
- Pharmacy network optimization (Retail and Mail)
- Specialty and clinical programs
- Decision support systems and tools - financial analysis, service optimization, service warranties, pricing
- Member and provider services (online, mobile, ivr)
- Customer service operations
- External communications - document and letter fulfillment, imaging/scanning and fax services, paper mail processing
- Med-D operations and best practices
- Ready Tool-Set for
  - Benefit Loading
  - Benefit Planning
  - Benefit Extract
  - Certification
  - Reverse Certification
Manage Risk
Reduced service warranty risk and provide accurate financial data

Meet Key Business Objectives
Higher quality of service for members and providers and increased overall client satisfaction

Increase Speed to Market
Comprehensive certification testing ensures Day 1 adjudication success

Lower Costs
Lower customer service costs by reducing call volume

PBM Migration/Transition
When migrating to a new PBM, GalaxE provides end-to-end support for transition of business and technical operations. Our proven tools and processes enable seamless migration for members, providers, payers, and client organizations. Our proprietary migration, validation and certification tools, and processes provide Day 1 assurance of correct adjudication outcomes, along with complete and accurate eligibility, prior authorization, accumulator, and claim history data. Transition services extend to pricing, formulary, drug list, and network configuration, as well as, member and provider services. GalaxE also ensures traceability and reconciliation of claim and invoice data including integration with financial systems, data warehouse, or other operational environments.

Benefit Plan, Formulary, and Drug Lists
- Automated Benefits, formulary, and drug list Migration
- Automated validation and analysis
- Automated formulary validation
- Identify plan and drug list permutations with full complement of test scenarios
- Reconciliation of billing and claim data with adjudication outcomes

Eligibility, Prior Authorization, Claim history & Accumulator management
- Manage extract, delivery, and load of member data using proprietary tools
- Provide full traceability and exception reporting
- Support for Initial bulk load and ongoing transactional loads
- Verify data quality for accuracy and completeness

Member, Provider and Client Services
- Ensure seamless transition of web applications
- Prior Authorization support
- Client reporting
Driving Transformation
For more than 25 years, GalaxE has been a worldwide leader in providing creative and transformational technology solutions in Healthcare IT, including:

- Strategy
- Design
- Development
- Implementation

Innovation is the driver of our success with experience, tools and methodologies that support client engagement, efficiency and effectiveness and provide value-focused delivery.