Increase Member & Group Retention and Satisfaction

…and improve your CMS Ratings through error detection and program audits

Automated Pharmacy and Medical Design and Benefit Management

Pharmacy Benefits Manager (PBM) transitions and changes are, by definition, massive undertakings. The reluctance to change out PBMs has a lot to do with the data challenges inherent in the shift and the risks associated with migration.

The data mapping required has been traditionally a highly manual process, and one that is labor intensive; therefore, the transition to a new PBM requires sophisticated, accurate and highly synchronized migration of very large datasets, applying sophisticated data and analytic tools.

There is only one company that has a proven set of capabilities, that are repeatable, and market tested. GalaxE.

Zero Risk PBM Migrations

In many cases, the migration to a new PBM also coincides with changes in benefits, products, formulary, and pricing. GalaxE has been the leader in the seamless integration and transition of PBM solutions; bringing to the mix depth in both PBM and Payer environments.

This experience working with PBM providers and Payer clients provides in-depth knowledge of business processes across both sides of the solution set. This means that GalaxE can provide best-in-class insights on next generation PBM-Payer interactions and innovation and at the same time, support legacy integrations.

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 the cost of drugs, and most importantly, optimizing the focus on whole person health.

Expertise in both PBM providers and Payer clients is critical ensuring zero member disruption post migration.

Patient-Based Value Outcomes

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 enables health plans and PBM's to develop more clinical intelligence about patients which can help drive the best outcomes and optimized costs for the patients.

But beyond the creation of patient-based value outcomes, speed to market and ease in migration requires highly automated solutions. GalaxE's proprietary tool set and expertise in leveraging automation alleviates the dependency on high cost labor, while at the same time, increases the overall accuracy, reliability, and auditability of the end product. This not only achieves business objectives but ensures compliance.

Automation means you can optimize value to members with lower costs and risk.

End-to-End Benefit Management

When migrating to a new PBM, or making changes to an existing relationship, GalaxE provides end-to-end support for transition of business and technical operations.

GalaxE's proven tools and processes, including the unrivaled **GxEngage™ including GxCapture™ GxCare® and GxClaims®**, platform and the Source of Truth (SoT), enable seamless migration for members, providers, payers, and client organizations.

Figure 1 GxEngage™ is an end to end benefits management solution developed over 30 years of health plan and PBM expertise

Our proprietary migration, validation, and certification tools, GxClaims®, and processes provide Day 1 assurance of correct adjudication outcomes, along with complete and accurate eligibility, prior authorization, accumulator, and claim history data.

Day 1 assurance of correct adjudication outcomes minimizes the risk of new vendor migration.

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.

Source of Truth

GalaxE has demonstrated in real world scenarios the ability to systemically extract existing PBM based benefit plans and in the process thereby creating a single source of truth within the GxCapture™ platform. Payers and clients see improved benefit plan quality and performance by utilizing standard GxCapture™ metrics. GxCapture™ enables independence from, and streamlined operations with, PBM service providers.

The elimination of the heavy dependence on PBM vendors provides the optionality and flexibility payers and clients want and need. The risk to member disruption and client satisfaction is removed and predictability in timeframe, cost and quality is enabled. Understand how to identify and ingest/reverse engineer pharmacy benefit plans from a PBM adjudication engine.

The advantages of storing benefit plan information in a database Source of Truth (SoT) enables easy access and retrieval for the management, update, and creation of new plans. SoT truly facilitates Unit and Regression testing when converting to a new PBM vendor and enables independence from and streamlined operations with any PBM.

GalaxE has the skills, tools, and experience to get the job done. Contact Brian Silvey, bsilvey@galaxe.com for more information on how your team can de-risk PBM changes and create the flexibility to manage pharmacy benefits independent of data constraints.

Increase member and group retention and satisfaction with PBM flexibility.

Contact us today!
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www.galaxe.co/blue