

Improve pharmacy claim transactions

Pharmacy Service



Flexible services for automated Medicaid prescription drug program administration

Medicaid agencies face challenges in efficiently managing their prescription drug programs. Streamlining administrative and financial functions such as prior authorization, point-of-service claims and encounter processing is critical to reducing the complexities of the drug supply and payment chain.

The Gainwell Pharmacy Service delivers dynamic pharmacy benefits management. It is an essential component of our Medicaid Management Solutions, a wide-ranging set of modules that support interoperability in healthcare and combines automation, standardization and process maturity to support all aspects of Medicaid management, claims and payments.

The advanced Pharmacy Service processes enable you to accurately adjudicate your state’s pharmacy claims within sub-second time frames and configure any policy changes in real time. This accelerates implementations and lowers costs in comparison to software coding. Our robust testing capabilities assure that configuration changes are successful.

Our flexible solution is based on COTS software aligned with industry and regulatory standards. Pharmacy Service supports fee-for-service and managed care models.

Refine the intake process

Pharmacy Service provides the modularity required by federal Medicaid mandates. It can be implemented individually or linked as part of our Medicaid Management Solution, which includes our Drug Rebate Service for managing any combination of Medicaid drug rebate policies and a financial component that enables provider payment.

We have developed new tools to refine your intake process, including receiving secure transactions from point-of-service (POS) switch vendors or via our web-based provider portal.

Provider, member, claim history, third-party liability and prior authorization data are used to accurately settle pharmacy claims. The Pharmacy Service module applies restrictions and limitations according to your state and federal program limits. The module provides edits and audits, and prices pharmacy claims based on state and federal-specific configuration as well as using third-party drug reference data vendors.

Benefits

- Experience seamless, fast pharmacy claims adjudication
- Transition easily from MCO to FFS models
- Automate prior authorization process
- Improve modularity and interoperability
- Meet federal CMS requirements

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Provider of Medicaid Services

2.4M

Providers engaged daily

~48M

Medicaid members covered

Gainwell is a leader in providing states and their Medicaid beneficiaries with advanced technology that facilitates cost savings while delivering performance efficiencies and helping to enable better outcomes.



Pharmacy process leadership

Many Medicaid agencies have wanted to move away from using MCOs for processing pharmaceutical claims and return claims processing to its prior status as a Medicaid Fee for Service (FFS) benefit.

Gainwell responded to this desire for change: Our Pharmacy Service can reconfigure member data to seamlessly transition individuals receiving Medicaid benefits as an MCO service to FFS status. We can scale to manage FFS pharmacy benefits for hundreds of thousands to millions of members with rapid performance for place of service claims, whose codes indicate the setting in which a service was provided. Our solution will support the ability to process MCO encounters for state agencies that still use that service.

We simplify and streamline the prior authorization process, automating authorization workflows directly within the Provider Service module. This eliminates the need to use third-party applications that affect how long it takes to complete these processes and create a risk of losing transactions as processes cross application boundaries.

We will continue to enhance our services, enabling providers to use a pharmacy portal to access the Medicaid Preferred Drug List management feature. This way, they can view drug pricing methodologies and discover whether a drug is or isn't among the options Medicaid will pay. This capability helps providers in your state decide in real time whether it will make cost-sense to prescribe a non-formulary drug when a suitable and cheaper alternate drug exists. If not, the Pharmacy Service will automate the submission of prior approval form directly from there.

We use drug pricing information from First Databank, the leader in this space: Its clinical pharmaceutical knowledge covers some 130,000 different drugs and is designed to help improve medication-related decisions and patient outcomes for Medicaid recipients. But we are not limited to that as a source of data for providers. We can accommodate states that are contracted to use pricing methodologies from other parties, as well. If it is determined that a drug is covered by Medicaid, a process for collecting associated rebates kicks off in our Drug Rebate Service for those states that have chosen that solution.

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About Gainwell Technologies

Gainwell is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more about Gainwell at gainwelltechnologies.com.