



Struggling with PBM Oversight requirements from Medicare health plan clients?

BluePeak can help.

Did you know BluePeak offers **comprehensive Pharmacy Benefit Manager (PBM) operational and compliance services** to help PBMs deliver to their government sponsored health plans?

Our Services

- Year-End Formulary and Benefit Testing
- Claims Monitoring
- Call Center Training
- Mock CDAG and FA Audits
- Operational Assessment
- Prescription Drug Event (PDE) Process Review
- Compliance Support

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BluePeak has a several programs to support a PBM to ensure you are providing compliant services to support your Medicare clients.

Year-End Formulary and Benefit Testing

Claims adjudication errors can result in audit findings, issues of non-compliance, as well as potentially paying fees to health plans for various contractual guarantees. BluePeak can provide an additional level of testing for PBM's to be confident that all CMS requirements are coded correctly for your Medicare customers.

BluePeak has the capability to test multiple formularies and multiple benefits to capture nuances that can vary throughout Medicare plans. Our team of consultants consists of senior level managed care professionals, experienced clinicians and former Centers for Medicare and Medicaid (CMS) regulators who have worked at health plans and pharmacy benefit managers (PBMs) for most of their careers.

Claims Monitoring

In addition to year-end benefit testing, BluePeak can provide ongoing claims monitoring. BluePeak Advisors ensures claims process according to the CMS approved formulary. BluePeak will validate both paid and rejected claims based on the product's formulary status, including tier placement and any formulary restrictions including quantity limits and prior authorizations.

BluePeak's testing includes all four Medicare Part D benefit phases as well as CMS required adjudication logic including new requirements such as:

IRA Changes

- Maximum monthly copays on insulin products
- No enrollee costs applied for adult ACIP vaccines
- Application of the deductible on insulin and ACIP vaccines
- No enrollee cost sharing beyond the TrOOP/Member Out-of-pocket (MOOP) limit

Part B

- Part B copays are paying at the appropriate cost sharing
- Part B products are applying the appropriate pricing

Operational Assessment

BluePeak can conduct an operational assessment for functional areas in support of Part D services delegated to Medicare clients. In reviewing each functional area, BluePeak can assist with highlighting industry best practices and opportunities for growth.

Call Center Training

BluePeak can provide training to PBM Call Center representatives on recognizing Coverage Determinations, as well as CMS Call Monitoring requirements. Additionally, BluePeak can review call logs to ensure appropriate classification of members calls as coverage determinations, redeterminations or grievances on an ad hoc or scheduled basis.

Mock CDAG and FA Audits

BluePeak can conduct a CMS Mock Program Audit for the CDAG and FA areas to ensure that all CMS requirements have been implemented correctly. Additionally, BluePeak works with your team to ensure that the staff is trained to be able to successfully respond CMS' questions during a CMS Program Audit. BluePeak consultants support multiple health plans and PBMs in CMS Program Audits and during this process can share best practices and recommendations.

Prescription Drug Event (PDE) Process Review

The BluePeak team can review current PDE processes including claim adjudication financials, post claims calculations and PDE response files. The team can also assist with review of rejected PDEs to determine any trends or outliers in the data sets.

Compliance

BluePeak can provide support with the Compliance teams in the following:

- Interim staffing support
- Documentation development and review including policy and procedures, desk top procedures, and operational process flows
- Internal audit team support including:
 - Universe review – monthly, quarterly, or ad hoc
 - Case selection for internal audit review
- Oversight and Monitoring for delegated functions from Medicare clients
- New hire Medicare training
- Development and review of risk assessments
- Development of compliance dashboards



BluePeak can help.
Contact us for your
FREE consultation

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