



**SPECTRUM HEALTH**



# Reliable Prescription Benefit Information at the Point of Care:

One Health System's Approach to the Challenges and Opportunities of Prescription Decision Support

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# The Spectrum Health Family



## Spectrum Health

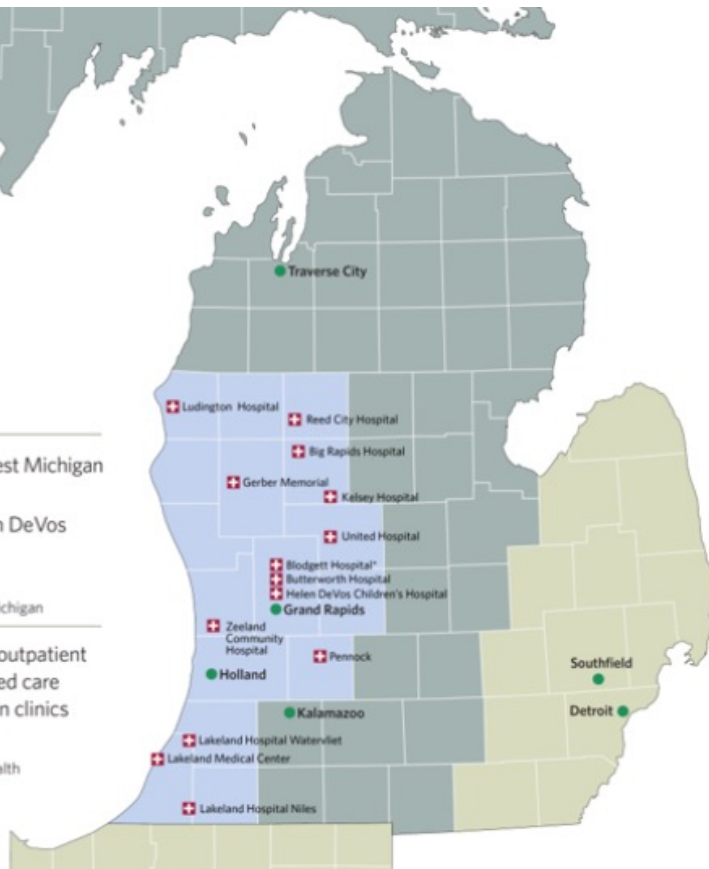
■ Service Area (Spectrum Health West Michigan and Spectrum Health Lakeland)

■ Additional Spectrum Health Helen DeVos Children's Hospital Service Area

● Priority Health Locations  
Priority Health service area extends across Michigan

Spectrum Health has more than 150 outpatient facilities (including hospitals, integrated care campuses, urgent care centers, walk-in clinics and other care sites).

\*Includes Select Specialty Hospital - Spectrum Health  
(A joint venture with Select Medical Corporation).



- 150 ambulatory sites
- 14 Hospitals, including Helen DeVos Children's Hospital
- Priority Health – serving 1 million+ members

# Noteworthy Distinctions

**EMRAM** STAGE 7

**HIMSS** SOLUTION



**Certified Level 10**  
CHiME  
Digital Health  
**most wired**  
Survey  
Acute 2021

**Certified Level 9**  
CHiME  
Digital Health  
**most wired**  
Survey  
Ambulatory 2021



**INSIDER PRO COMPUTERWORLD**  
**BEST PLACES TO WORK IN IT 2020**  
FROM IDC

**SPECTRUM HEALTH** 

# Considerations

- Limitations of having a single vendor RTPB network and depending on formulary and benefit (F&B) files as sources for prescription information, including the impact eligibility verification has on data requests
- Advantages of using a multi-vendor network to reduce data gaps and improve data integrity, including suppressing clinically inappropriate options and managing the data that is displayed so it is useful to providers
- Future enhancements possible with RTPB, such as a new user interface, reporting on provider adoption, and the suppression of unnecessary prior authorization requests

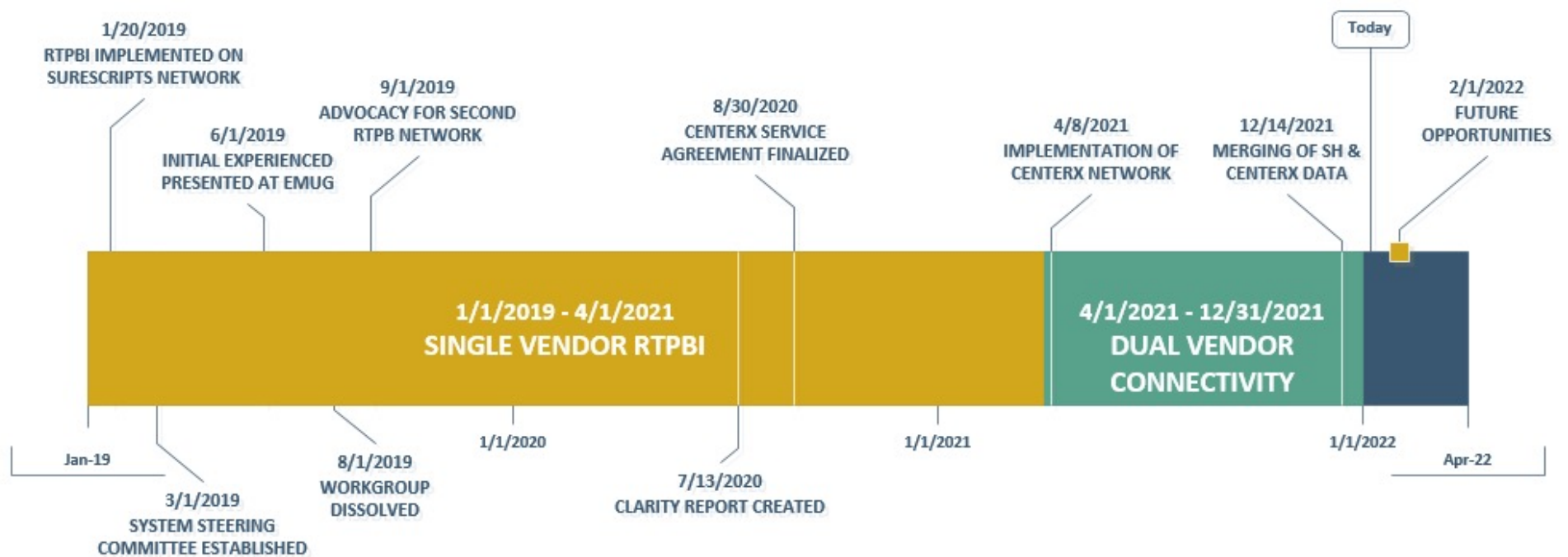
# Background: Formulary & Benefit Coverage

- Formulary information at the point of order-entry can help drive cost-effective prescribing.
- Limitations exist which compromise utilization and accuracy of formulary tool.
- Small team set out on fact-finding mission.

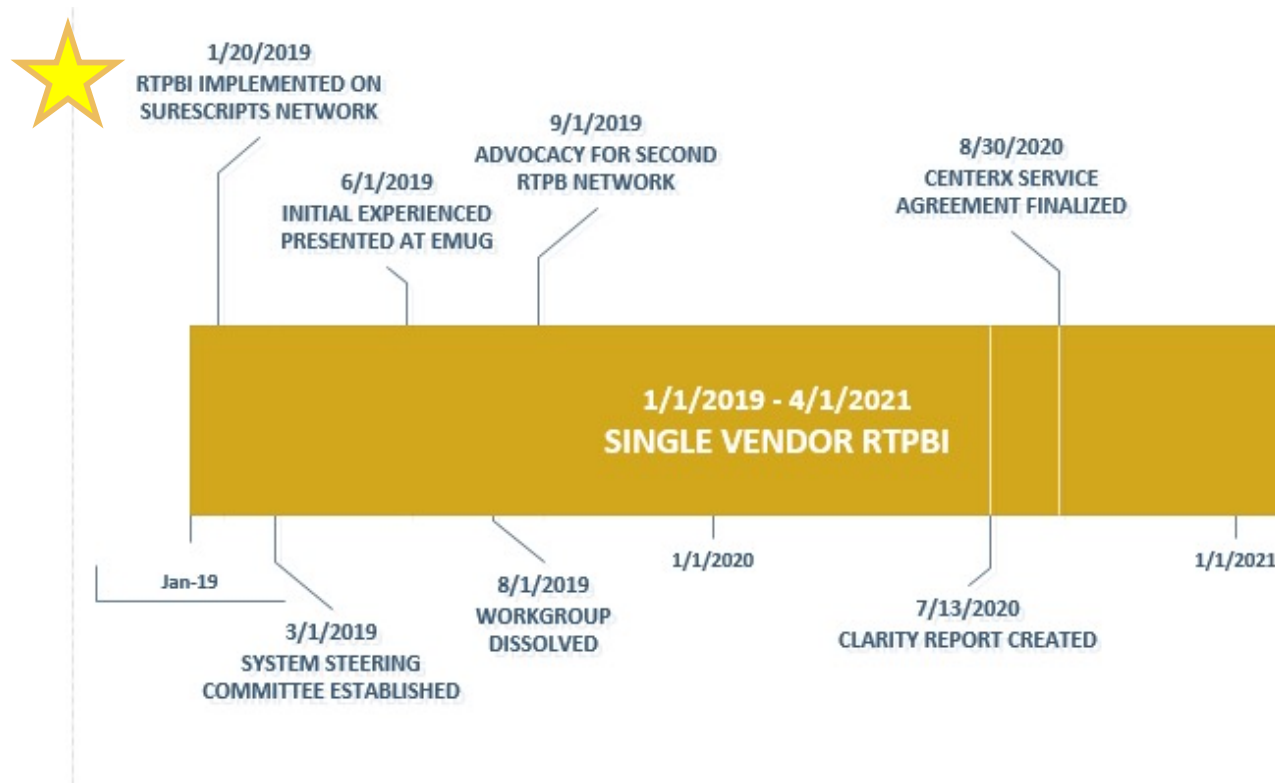




# Implementation Timeline



# Single Vendor Implementation

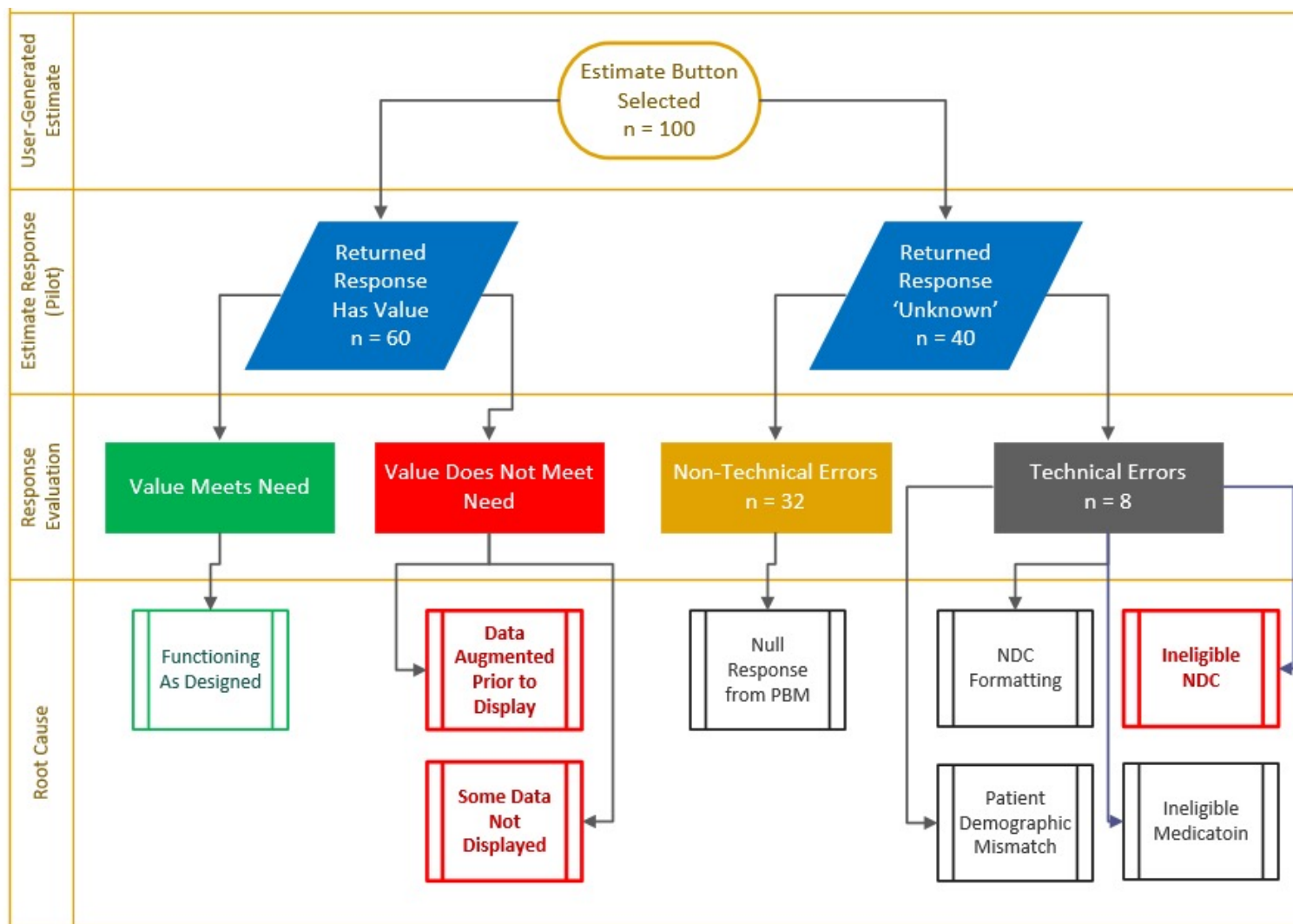




# Reporting and Analytics

## ■ LME Export from Epic

| RECORD TYPE         | COVERAG<br>E PAYER<br>RECORD<br>NAME   | COVERA<br>GE<br>RESPON<br>SE<br>RESULT | PHARMA<br>CY TYPE              | DRUG STATUS                                                                         | QUANTIT<br>Y<br>PRICED | QUANTIT<br>Y<br>PRICED<br>UNIT | DAYS<br>SUPPLY<br>PRICED | PLAN<br>PAY<br>AMOUNT | ESTIMAT<br>ED<br>PATIENT<br>PAY<br>AMOUNT | OUT OF<br>POCKET<br>APPLIED<br>AMOUNT | OUT OF<br>POCKET<br>REMAINI<br>NG<br>AMOUNT | DEDUCTI<br>BLE<br>APPLIED<br>AMOUNT | DEDUCTI<br>BLE<br>REMAINI<br>NG<br>AMOUNT | COVERA<br>GE<br>ALERTS                                | COVERAGE ALERTS TEXT                                                                                                                                                                                                                  | FORMUL<br>ARY<br>STATUS | PRIOR<br>AUTHORI<br>ZATION<br>REQUIRE<br>D |
|---------------------|----------------------------------------|----------------------------------------|--------------------------------|-------------------------------------------------------------------------------------|------------------------|--------------------------------|--------------------------|-----------------------|-------------------------------------------|---------------------------------------|---------------------------------------------|-------------------------------------|-------------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------------|
| Medication Estimate | EXPRESS<br>SCRIPTS<br>HOME<br>DELIVERY | Processed                              | Retail<br>Retail<br>Mail Order | Covered With Restrictions<br>Covered With Restrictions<br>Covered With Restrictions | 31<br>30<br>90         | each<br>each<br>each           | 31<br>30<br>90           | 7.85<br>6.30<br>18.91 | 40<br>40<br>120                           | 0<br>0<br>0                           | 0<br>0<br>0                                 | 0<br>0<br>0                         | 0<br>0<br>0                               | Text<br>Message<br>Text<br>Message<br>Text<br>Message | NCPDP Reject Code: 76 : Plan<br>Limitations Exceeded<br>NCPDP Reject<br>Code: 75 : Prior Authorization Required<br>NCPDP Reject Code: 75 : Prior<br>Authorization Required<br>NCPDP Reject Code: 75 : Prior<br>Authorization Required |                         | Yes<br>Yes<br>Yes                          |



# Single Vendor Connectivity

## Successes

- Ease of implementation
- Real-time connectivity

## Opportunities

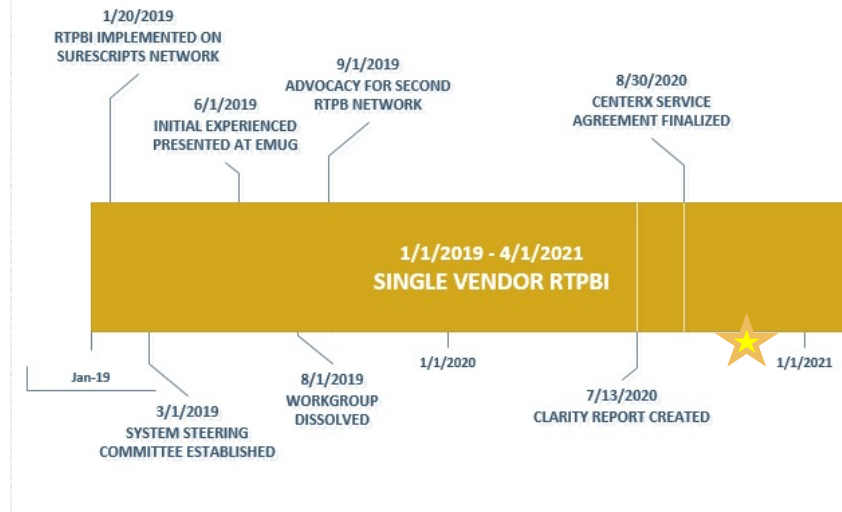
- PBM / Payer coverage
- Subject to PBM / Payer response
  - Lack of rule engine
- Engagement
- Training

# Lessons Learned

- Troubleshooting is challenging
- Testing is even worse
- Consider pilot sites
- Weekly touch-bases
- Expectations meet reality
- More Robust Analytics Needed

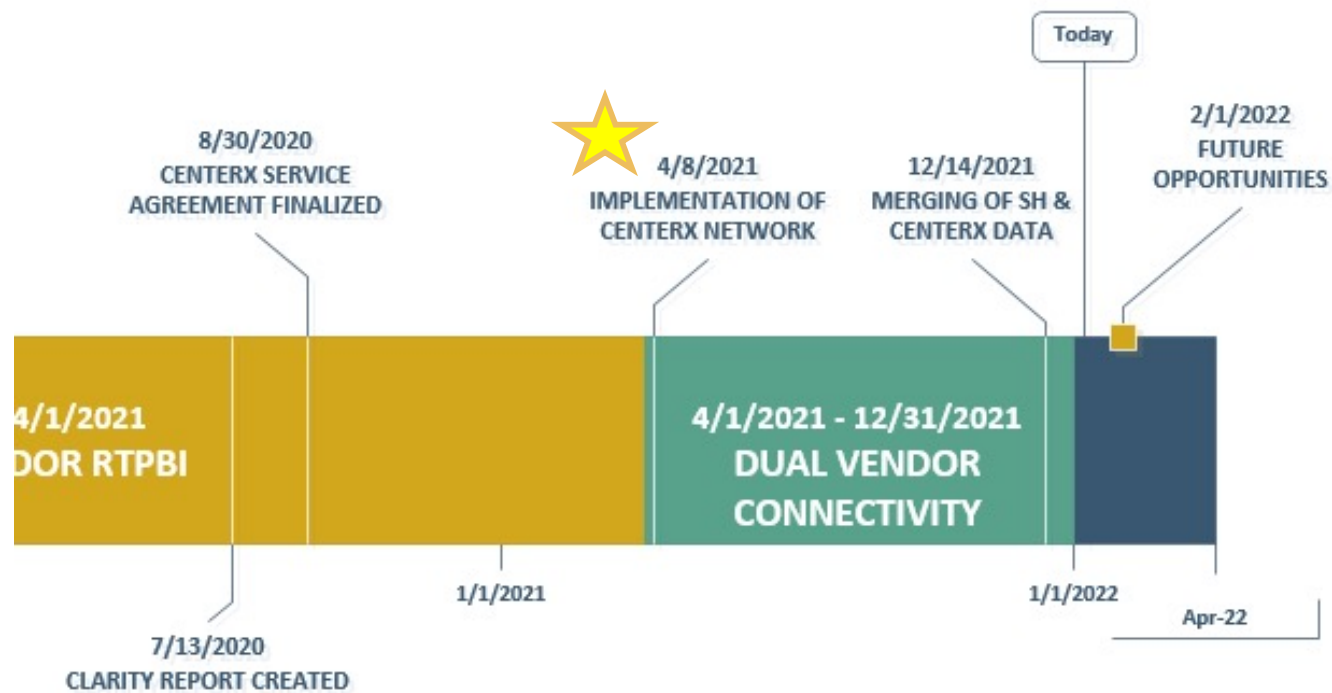
# Reporting and Analytics

- **Custom Clarity Report**
  - Standard LME fields
  - Custom fields for more robust analytics
  - Weekly push



| Medication Name                      | Quantity | Patient Pay | Alt Medication Name                  | Alt Quantity | Alt Patient Pay | Valid Alt? | Patient Pay Delta |
|--------------------------------------|----------|-------------|--------------------------------------|--------------|-----------------|------------|-------------------|
| ESOMEPRAZOLE MAGNESIUM 40 MG PO CPDR | 90       | \$10.08     | OMEPRAZOLE 40 MG PO CPDR             | 90           | \$5.00          | Yes        | -\$5.08           |
| SOLIFENACIN SUCCINATE 10 MG PO TABS  | 90       | \$558.89    | TOLTERODINE TARTRATE ER 4 MG PO CP24 | 90           | \$434.16        | Yes        | -\$124.73         |

# Multi-Vendor Implementation





# Multi-Vendor Implementation

## ■ Key Roles



Project Coordinator



Physician Champion



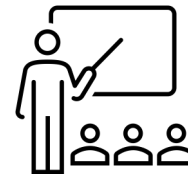
Third Party Network(s)



IS Teams



Data & Analytics



Informatics / Training



EHR Support

# Multi-Vendor Implementation

## ■ Bridges

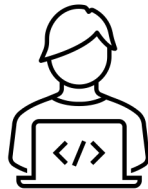
- Interface updates
- Profile variable

## ■ EpicCare Ambulatory

- CER rule
- Table to map networks to outgoing interface
- LSD update to add table

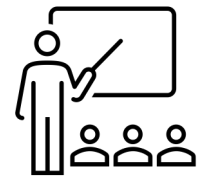
## ■ Care Everywhere

- DXO Record



## ■ Informatics

- Education
- Change management
- At the elbow support



## ■ Physician Champion

- Pilot programs
- Promoting awareness
- Temper expectations

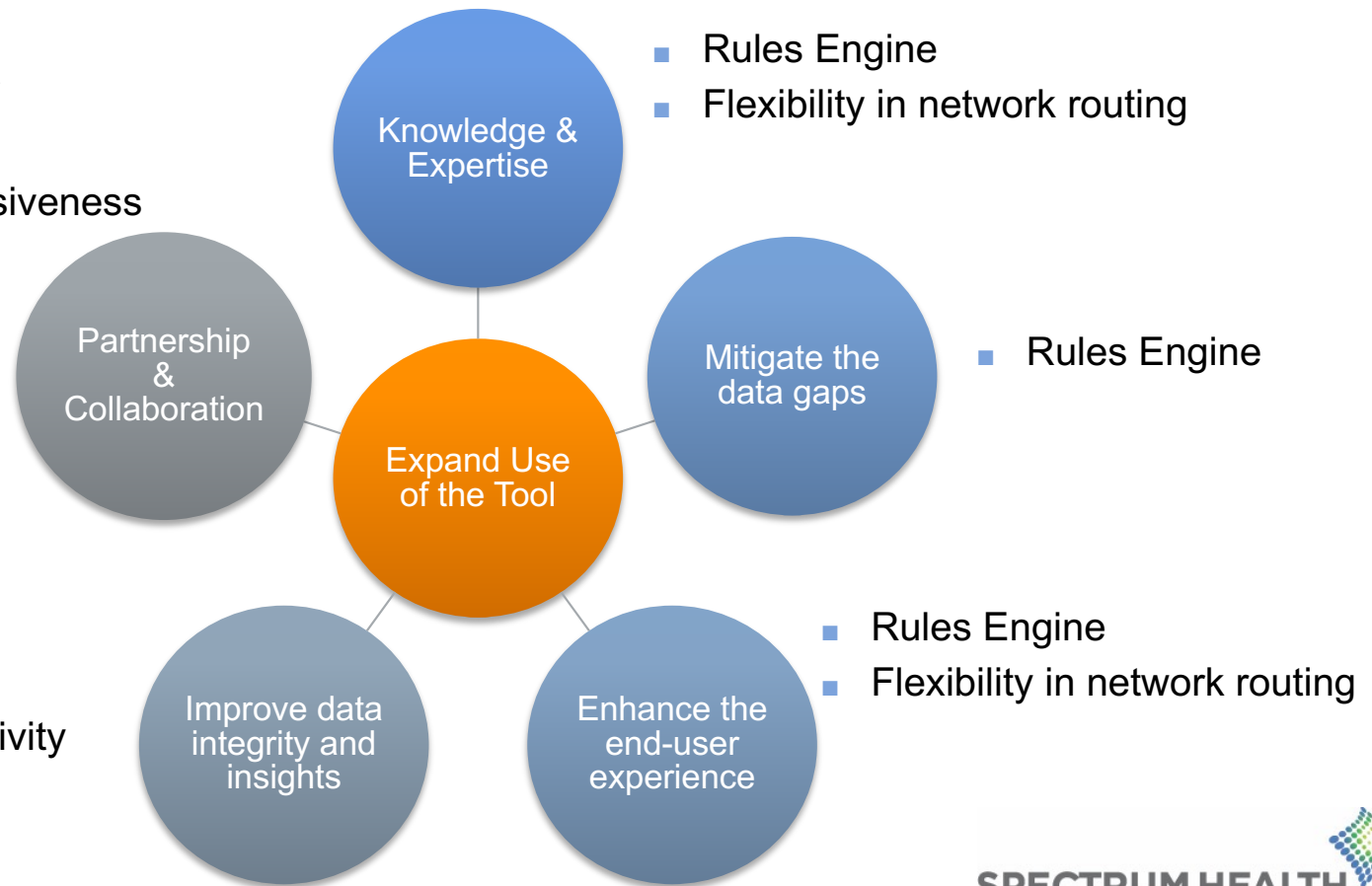


# Multi-Vendor Perceived Benefits



# Multi-Vendor Outcomes

- Voice of the customer
- Ear for the customer
- Flexibility and responsiveness
- Driving competition



# Multi-Vendor Outcomes

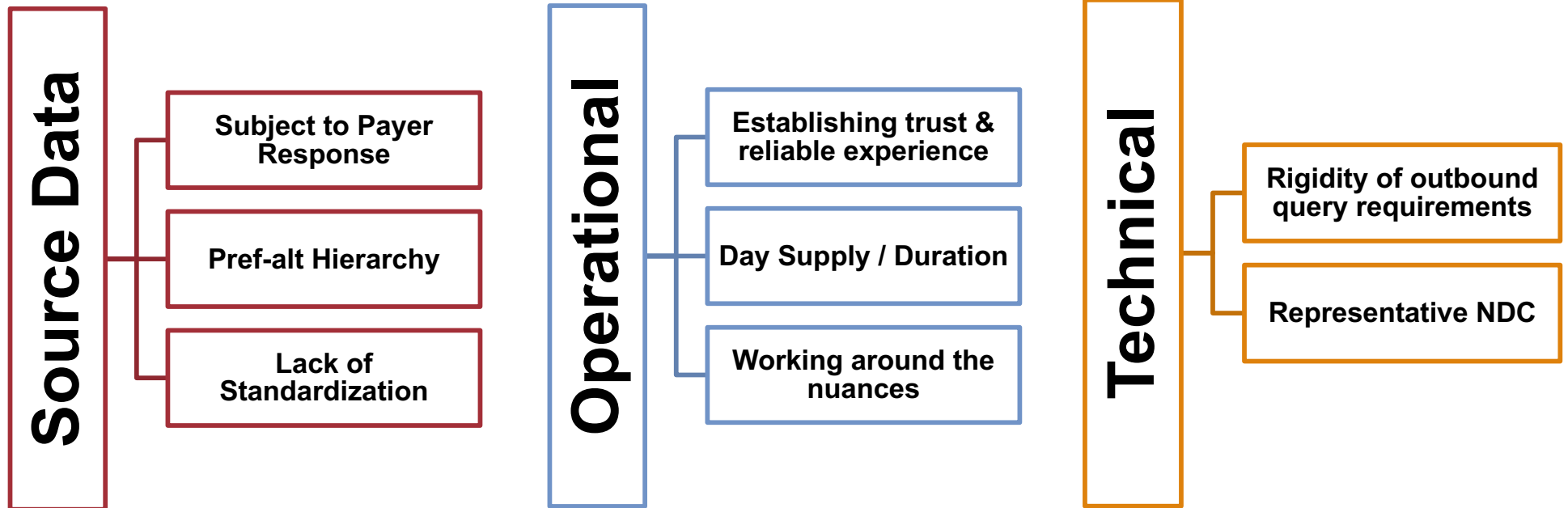
- **Immediate Gains**

- Immediate benefits from Rules Engine
  - Antibiotic duration
  - Alternate pharmacy logic

- **Targeted & Tailored Logic**

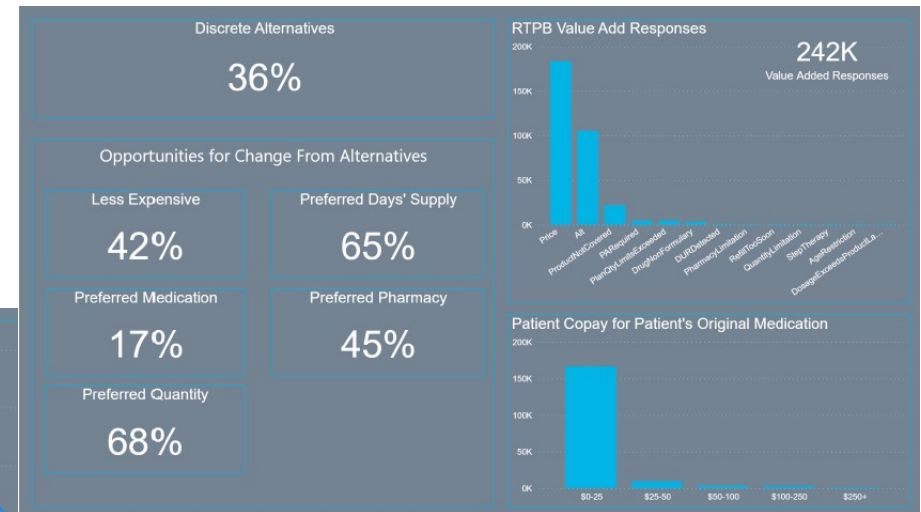
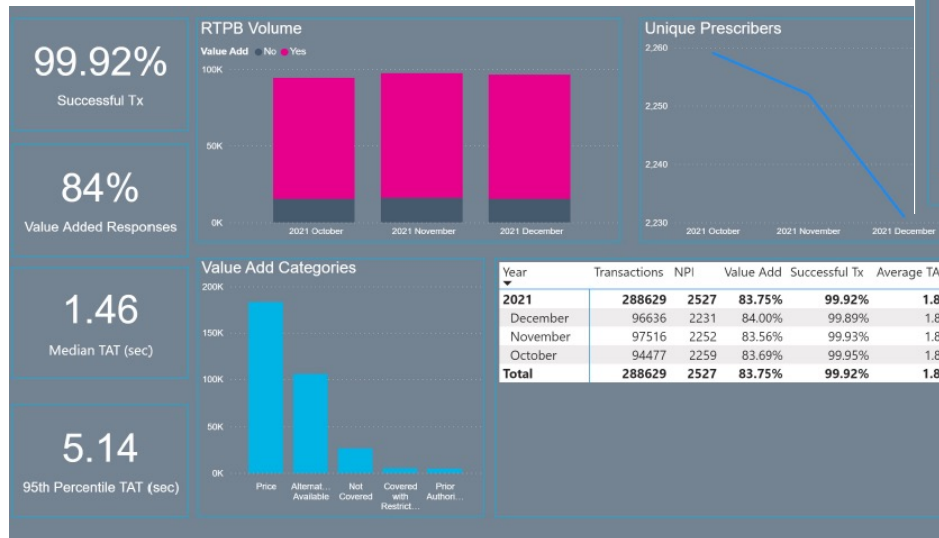
- Clinically inappropriate alternatives
- Narrow Therapeutic Window medication dose alternatives
- Prospective prior authorizations
  - State Medicaid program formulary
  - OTC designations

# Ongoing Challenges



# Reporting and Analytics

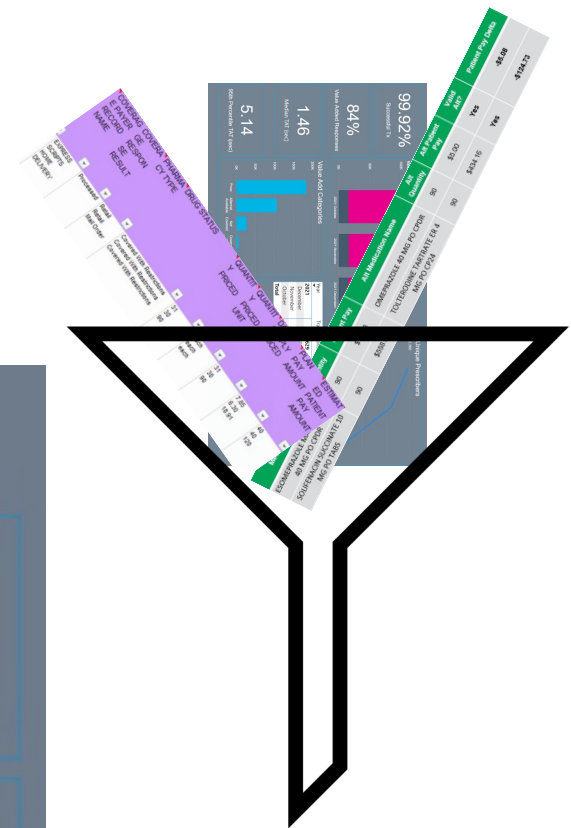
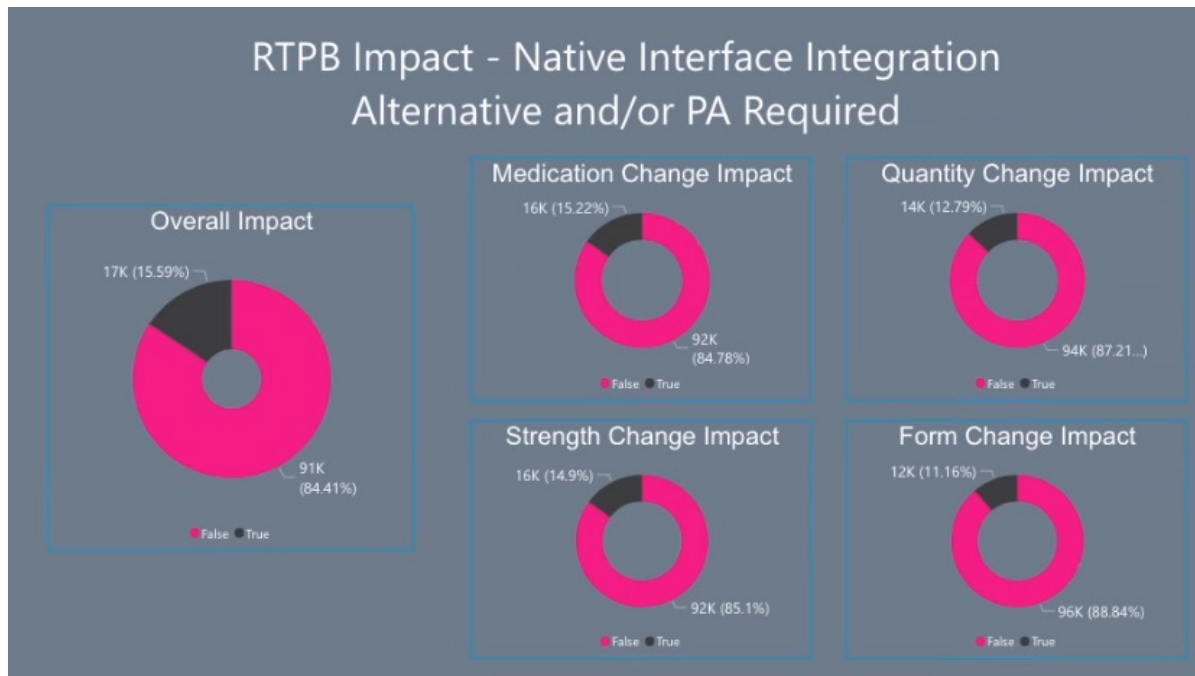
- **Vendor Scorecards**
  - Monthly vs Quarterly
  - No visibility to Epic LME data





# Reporting and Analytics

- Married Data



# The Goal

Expand Use of  
the Tool

# What's Next?

## Payer / PBMs



- ☐ Engagement
- ☐ Feedback

## Vendor Networks



- ☐ Target the rules engine
- ☐ Optimized reporting

## EHR



- ☐ Auto-alternatives
- ☐ Establishing cost thresholds
- ☐ Alternative UI

## Operations



- ☐ Re-engagement
- ☐ Pilot Considerations





**SPECTRUM HEALTH**



## Epic-Integrated Prescription Decision Support

- Real-Time Prescription Benefits (RTPB)
- Electronic Prior Authorization (ePA)



WISCONSIN  
**EPIC USERS**  
GROUP

January 20, 2022





# Delivering actionable prescription decision support

CenterX actively eliminates data gaps and expands utilization and capabilities



## Trusted, proven, and unmatched

- Epic roots & focus
- High touch account management
- Over 125,000 Epic prescribers and 100% retention
- Multi-vendor RTPB connection
- 10-hour IT lift with no additional cost (payor/PBM funded)

# Over 125,000 Epic prescribers

100% customer retention for RTPB & ePA



Essentia Health



HealthPartners



Spectrum Health



VANDERBILT HEALTH



UC San Diego Health

UCI Health



## In summary, adding CenterX delivers...



### Expanded use cases

#### *Utilization*

Eliminate PBM data gaps, expand capabilities, and actively manage data/content



### Drug spend

#### *Cost of care*

View cost to patient and plan for preferred medication alternatives



### Script capture

#### *Revenue*

View pricing at your pharmacies (retail, specialty, and mail)



### Provider experience

#### *Administrative burden*

Complete workflow integration through prior authorization





## Contact

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