

How intelligent automation tackles the US opioid crisis

The societal and organizational impact of automating opioid lock-in administration

Lock-in programs federally mandate Medicare providers to identify patients at risk and require that they obtain and fill prescriptions from predesignated pharmacies and prescribers.



The opioid crisis has impacted

OCICLY



10 million impacted Americans

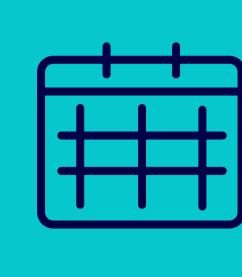


\$35 billion in healthcare costs



50,000+ deaths from overdose

Organizations



Effort around federal mandated compilance

10 business days of manually intensive turnaround



Estimated costs to administer lock-in

\$500k - \$3M

per state costs to manually administer lock-in programs



4X forecasted volume increase

Acquisitions and expansion to additional states dictated a significant volume increase

Combating the opioid crisis through intelligent automation of three key business processes connects payers, government, pharmacy and members

Member eligibility validation

Data analytics for a comprehensive member profile **Automate** proprietary

point-based scoring system

API - based integration for drug utilization reporting Automate lock-in eligibility check



Automate validation against 10 Medicaid programs in 27 states (steadily expanding to all 50)

Human in the loop app for states requiring human access to the MMIS portal



Pharmacy lock-in Automate member search,

complete questionnaires, capture administrative notes, assure documentation is attached and perform address validation

RPA update member details, generate and fax lock-in letters, finalize pharmacy lock-in

with a scalable and configurable framework Technology stack

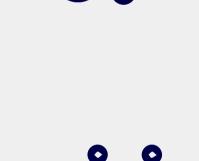
An on-demand, cloud-based and end-to-end workflow process



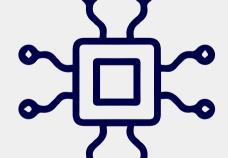
cloud

On-premises

Robotic process



automation



MicroStrategy reporting



API orchestration

warehouse

Enterprise data



Control-M scheduler



workflow automation

The promising outcomes the lock-in program has had on

70% faster

Society



care coordination and connection to appropriate treatment

Opportunity for 80% reduction



in emergency room visits

Priceless saving otherwise perfectly healthy lives and avoiding

the devastating effects

100% compliance

Organizations



to opioid abuse federal mandates



97%

automation success rate

annual savings forecast



improvement in

auto-adjudication rate



600%

improvement in claims resolution time

on families

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and innovation. Every day, around the world, we engineer impact

with solutions that help our clients, the community and the world.

At Cognizant, we are a high-performing team with heart. We believe that continuous improvement is the catalyst for growth

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