

Case Study

Prime Therapeutics

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Close to \$60 Million in 2020 With Case
IQ Case Management Software

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Senior Director, Supply Chain Shared Services



Project Overview

Prime Therapeutics Saves Clients Close to \$60 Million in 2020 With Case IQ Case Management Software

Case IQ's comprehensive case management software gave Prime Therapeutics one place to manage all of their fraud investigations, resulting in a 20 to 25 percent efficiency gain.

The Challenge

Prime Therapeutics was using an inadequate system for tracking and managing its fraud investigations. With key information being tracked in spreadsheets, the team didn't have easy access to case information or a strong reporting solution to conduct analysis on cases. Retrieving case information required a time-consuming process of accessing multiple spreadsheets and emails. There was also a lack of transparency in the transition of cases from one team to the next, and supervisors didn't have the ability to see changes made to cases.

"We were using a shared drive. It was not efficient... We had information spread across different areas and it was just difficult to find things and there was no process flow."

-Korisa Matezevich,
Senior Director, Supply
Chain Shared Services

The Solution

Prime Therapeutics needed a secure, comprehensive case management system where all information was tracked, searchable and centralized. Their needs included: Integration with the SAS fraud analytics tool, with an automated flow of information and seamless case hand-off and the ability to link and relate cases. They also needed configurability to fit their workflow and transparency requirements. Most importantly, they were in search of a solution with a user-friendly interface that could be learned quickly.

Searching for Case Documents Was Wasting Time

Prime Therapeutics is a privately owned pharmacy benefit manager that serves 23 Blue Cross and Blue Shield Plans and more than 28 million members across the US. Part of Prime's mandate is to control drug costs so that payers can continue to offer affordable benefits and to improve clinical and financial outcomes to help reduce the total cost of care.

Both of these goals rely on a robust program to prevent fraud, waste and abuse (FWA) and Prime has a business unit dedicated to combating FWA, with a goal of saving an additional \$60 million for clients by the end of 2020.

But the company was using an inadequate system for tracking and managing its fraud investigations and this was preventing the team from reaching their goals. Workflow was disjointed and inefficient and it was difficult and time consuming to find information, track case activity and oversee the performance of cases. With 60 employees working in two coordinated teams assessing and investigating fraud, waste and abuse, the transition of cases from one team to the next was neither smooth nor transparent.

Oversight was limited to what supervisors could see in the shared documents, with no indicator of changes in case status. And with key information being tracked in spreadsheets, the team didn't have easy access to case information or a strong reporting solution to conduct analysis on cases.

One Comprehensive Platform For Streamlined Workflows and Easy Case Hand-Off

“There wasn’t a document repository that was used for any of the processes so that you could go and look at a case and see end-to-end all the documentation that supported that investigation as well as analysis,” says Korisa Matezevich, Senior Director, Supply Chain Shared Services. To answer basic questions about a case, you sometimes had to go through a time-consuming process of accessing multiple spreadsheets and emails, she adds.

Prime Therapeutics needed a secure, comprehensive case management system where all information was tracked, searchable and centralized. They needed a system that enabled a seamless case hand-off from the analysis team to the investigation team with both teams being able to share information to support the case.

Integration with the SAS fraud analytics tool was critical, so that information about potential fraud, waste and abuse could flow seamlessly into the case management system from the automated analytics platform. And the ability to link and relate cases was important so that investigators could collaborate to build the strongest cases possible.

Prime already had six clients using Case IQ, so they knew the system was a good fit for their needs. After assessing several vendors, Prime Therapeutics chose Case IQ’s health care fraud case management solution.

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An Improved Workflow Saves Clients Millions and Increases Team Efficiency

“By far Case IQ has been my favorite vendor to work with, which is a big feat, because sometimes those things can be difficult,” says Matezevich. “What stood out was that Case IQ had a very smooth process to provide tangible feedback on what they understood the requirements were they were delivering so they could mitigate any translational errors in those requirements very quickly. They took a lot of time to understand what we were doing. There were points during the process where they were able to make a suggestion such as ‘I think you are trying to accomplish this and we can make a recommendation to help you solve this based on other solutions that we’ve put forward for other clients,’” she says.

Today, the FWA team at Prime appreciates the seamless, logical workflow of their new Case IQ solution. All tasks and activities are managed in one system, from the identification of potential fraud using the integrated SAS analytics platform through the assignment, investigation and data and trend analysis. The web-based platform is secure and reliable and ensures that case information is accessible from anywhere.

Case IQ’s intuitive interface helped ensure new users felt comfortable using it, resulting in quick onboarding. “I’ve been very impressed with Case IQ from the beginning and how fast we were able to set this up,” says Abou Nader.

When an analyst enters information, automatically generated to-dos lead them through the process to help them complete all the steps. Seamless workflow rules assist the progression of cases from analysts to investigators and through the investigation process. Supervisors appreciate the visibility into the progression of cases, with a complete history of all activities, time stamps, interviews and notes.

“I think we are able to do twice the amount that we could have historically done. Even the amount of leads that we are able to send through to the investigations team. I’m not sure we’d be able to keep up with that pace if we didn’t have a platform.”

-Korisa Matezevich,
Senior Director, Supply
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Case linking is particularly valuable to investigators and helps the team identify relationships among cases. “When reviewing the information, there can be instances where you’re not aware these things are interrelated. When you can put those pieces together you see a much bigger story and potentially a much larger referral we send to our clients and identify an impactful case for them,” says Matezevich.

“From a compliance perspective, we are able to mitigate losing track of an RFI or not responding in a reasonable manner,” says Matezevich. She adds that the ability to designate cases as confidential and to protect legal information has introduced another level of enhanced compliance.

But it's the increased efficiency that has been the most obvious difference for the Prime FWA team. Abou Nader estimates a 20 to 25 per cent efficiency gain in her team, resulting from the improvements in structure, workflow, reporting capabilities and management oversight. “I think we’ve made some strong progress in just setting up structure for this organization and a solid foundation to continue to build on from that,” she says. “So I’ve been very impressed.”

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The Numbers Speak for Themselves

And the numbers speak for themselves. With 721 cases referred by August of 2019, Prime's fraud, waste and abuse team had achieved \$56 million in savings to clients through referrals (both preventive and recovered).

Great case management tool

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-Abou Nader

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Case IQ helps you investigate, prevent and protect your company from fraud, harassment and compliance lapses to lower risk for your organization.

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