EXPRESS SCRIPTS®

The Transformation Journey That Led Express Scripts to Reduce Prescription Processing Time

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PEGA®

Limitless possibilities. Real results.

Speaker Profile

PullaReddy Yeduru

- Help chronically ill people with technology/innovation that makes prescriptions safer and more affordable.

- Social worker – St. Jude Children's Research Hospital

- Playing golf, cricket

Sudipto Dey

- Using technology to solve complex problems while delivering returns

- Travelling, camping

- Learning new things

Express Scripts: Fast Facts

Headquarters in St. Louis, Missouri	Fortune 22 company
Proudly serve 83 M Americans	1.4B annual adjusted prescriptions
95% client retention rate for 2017	Innovation pilots reach >6M members through 300+ clients
We are a healthcare technology company that makes prescriptions safer and more affordable	Express Scripts named one of the World's Most Admired Companies in 2017 by Fortune Group
Express Scripts named World's Most Ethical Company, Healthcare Services Category by Ethisphere Institute	Express Scripts awarded Perfect Score in Human Rights Campaign's Corporate Equality Index

An Express Scripts Specialty Pharmacy

- Best-in-class specialty pharmacy
- Patient centric approach – High Touch
- 14 Specialty-specific Therapeutic Resource Centers
- Dispending more than 300 specialty drugs
- 30 dispensing pharmacies nationwide
- 560 specialized pharmacists and 400+ nurses

When compared to retail pharmacies,
specialty pharmacies offer

- Higher accuracy rates
- Better access to medication
- Improved patient adherence
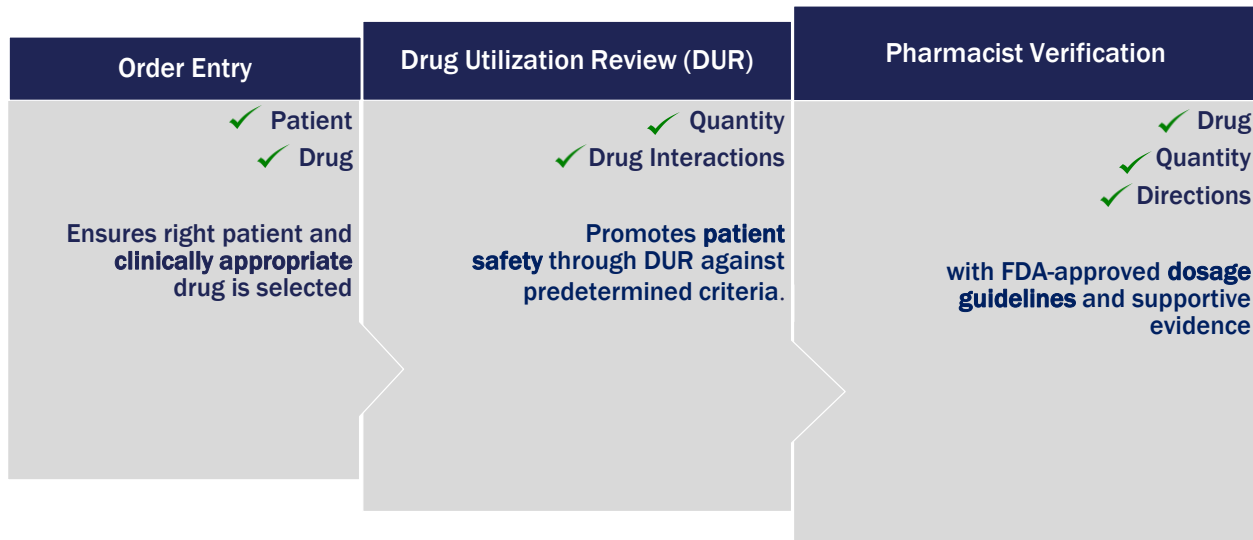- Expanded services for patients
- Enhanced savings potential

The Transformation Journey that Led Video

What is Prescription Processing?

Primary process for Prescription Order Entry and Pharmacist Verification, by ensuring:

- The prescribed drug is entered with correct dosage

- No conflicts with other medications – i.e. drug utilization

Order Entry	Drug Utilization Review (DUR)	Pharmacist Verification
✓ Patient ✓ Drug Ensures right patient and **clinically appropriate** drug is selected	✓ Quantity ✓ Drug Interactions Promotes **patient safety** through DUR against predetermined criteria.	✓ Drug ✓ Quantity ✓ Directions with FDA-approved **dosage guidelines** and supportive evidence

Prescription Processing – Improvements

- Well defined, organized and configurable prescription processing flow

- Single point of visibility and reporting

- System driven work assignment based on user's knowledge and skillset

- Flexible business rules

- Monitoring, SLA and prioritization for prescriptions/tasks

- Validation and alerting based on configurable business rules

- Maintainability and flexibility

EXPRESS SCRIPTS®

Why PEGA?

Case Management

Compliance & SLA's

Cross-Browser Support

Work Management

Real Time Decisions

CMS Audits

Automation

Enhanced Reporting

PEGA®

Prescription Processing Workflow in PEGA

Order Entry

- Skill based routing and prioritization
- Automation helped in pre population of data

Edits

- Business rules are executed to validate a prescription

Pharmacist Verification

- Workflow management
- Default approval mechanism used

Drug Utilization Review

- Enhanced Reporting and Audit
- Business Rules execution

Prescriptions are managed with our *CareCentral* application, resulting in...

- World class patient care

- Physician's choice of pharmacy

- Significant operational savings

- Reduction in turn around time

- Adherence with compliance

How PEGA Helped in Transformation?

- Configurable workflow engine enables faster time to market → First production release in less than 3 months

- Direct Capture Objectives (DCO) produces detailed requirements → Get business inputs upfront, eliminate major feedback

- Layer cake architecture → Reuse existing components

- Rule based edits delivering agility → Rules managed by operations leading to faster changes

- Test, build and deploy automation → Delivering in an agile environment

Transformation Journey

- Predictive Workflow Modeling

- Robotics

- Smart rules (reduce # cases)

- Intelligent Verification

- Increased process automation

Express Scripts is a healthcare opportunity company.

Efficient prescription processing improves patient outcomes

PEGA partnered with Express Scripts in our specialty transformation journey