

How One Organization Recovered More Than \$300K Through Pharmacy Contract Programming Discrepancies



The Facts

Lives Covered:
100,000+

Solutions:
truGuard

Variations Recovered:
\$300K

The Problem

A client worked with Truveris to optimize their PBM contract, awarding their RFP to their incumbent PBM with a new contract. After contract implementation, the client wanted to make sure the contract terms and pricing agreed upon were upheld by the PBM.

To increase transparency into their pharmacy contract, the client partnered with Truveris to conduct 100% claims monitoring and oversight, leveraging truGuard technology.

The Solution

Truveris oversight technology (truGuard) readjudicates 100% of pharmacy claims to ensure each one adheres to the agreed upon PBM pharmacy contract. truGuard provides early detection of contract programming errors, so plan sponsors can reconcile discrepancies as they occur.

Just weeks into the start of the client's new contract, truGuard showed that the incumbent PBM had coded an inaccurate medication list to the contract prior to launch, causing a difference in the financial discounts available to the client. The reporting uncovered multiple errors, resulting in over \$300K in discrepancies due to the plan configuration inaccuracies.

Truveris acted as an advocate on the client's behalf to resolve these discrepancies with the PBM and established a framework for identifying and addressing future issues. As part of the oversight solution, Truveris validated the refund to the client and ensured the PBM correctly configured the pharmacy plan moving forward.

The Final Results

Ultimately, by leveraging Truveris' claims monitoring technology, truGuard, the client was owed over \$300K in claim discrepancies just a few weeks into their new contract. Failing to identify this error could have cost the client millions in discrepancies. With truGuard, the client was able to leverage Truveris expertise to proactively resolve the configuration issues and was refunded the amount owed to them by the PBM.



The client
recovered
\$300K
in contract
variances