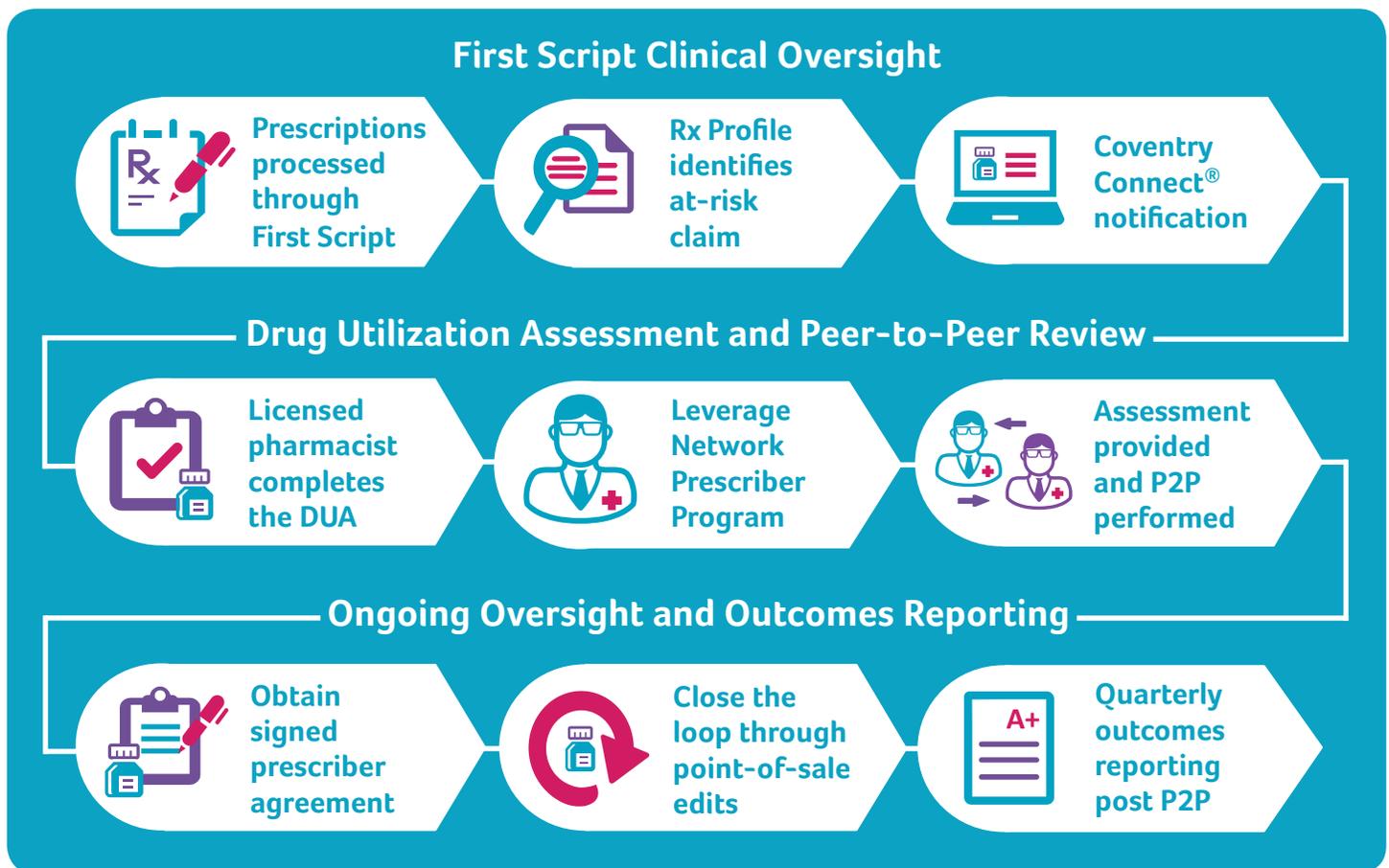


# Drug Utilization Assessment (DUA) & Peer-to-Peer (P2P) Review Outcomes Reporting



A Drug Utilization Assessment can identify at-risk claims, but its real power lies in the outcomes produced. These interventions can deliver positive impacts to patient safety, recovery, and reductions in spend through the elimination of inappropriate pharmacy utilization. DUA/P2P injured worker outcomes reporting allows a claims examiner to see firsthand how utilization assessments work hand-in-hand with their First Script® Pharmacy Benefit Management (PBM) program to impact a claim from beginning to end.

## Seeing the Bigger Picture



## Injured Worker Outcomes Reporting

First Script manages clinical oversight in a variety of ways to assist at-risk injured workers. Claims examiners have access to a variety of tools through our online portal Coventry Connect, including the ability to request a DUA/P2P and view completed assessments online. Additional oversight is offered through injured worker outcome reporting that demonstrates the improvements being made over an extended period of time. After each P2P is completed, the claims examiner receives a quarterly outcome report containing valuable information regarding the results of their DUA/P2P and the actions taken for continued oversight.

# DUA/P2P Program Highlights

## Network Prescriber Program (NPP)

The DUA/P2P process leverages Coventry's Network Prescriber Program (NPP) to increase patient safety and positively influence prescribing behavior when providers are in the Coventry network. The NPP enables communication between the First Script Clinical Team and Coventry's Network Provider Quality Improvement Team to further enforce compliance. Through the NPP, we are able to efficiently schedule P2Ps with our providers 85% of the time, which is 11% higher than industry reported results.

## Closed-Loop Process

The pharmacy benefit manager prescribing restrictions established through the P2P are implemented in the point-of-sale system to ensure compliance with the prescriber agreement for the life of a claim.

## Outcome Reports

Injured worker outcome reports are provided to the claims examiner outlining the actions taken based on the completed P2P prescriber agreement. Reports are provided at the drug detail level and outline changes that have or have not occurred since the P2P, including savings related to medication regime changes, reductions in Morphine Equivalent Dosing (MED), post-P2P prescribing activity, and notes with suggested recommendations. Reports are provided for four consecutive quarters following the initial P2P.

## Continued Risk Monitoring

Our risk assessment tool, Rx Profile, continuously monitors at-risk behavior. The tool identifies risks and provides recommendations for the initial DUA, but it doesn't stop there. Rx Profile continues to monitor any new or reoccurring risky activity. This oversight allows us to additionally ensure that any ongoing concerns are captured and addressed to consistently promote better outcomes for each injured worker.

## Clinical Support

Coventry provides dedicated pharmacists to discuss any questions related to prescribed medications. Our pharmacists take a proactive approach in identifying and creating strategic plans to address pain points, and are available to assist with any outcome reporting questions.



**coventry**<sup>SM</sup>  
returning people  
to work, to play, to life

Nurse Triage | Case Management | Utilization Review  
Networks | Independent Medical Exams | DME  
Ancillary Services | Pharmacy | Bill Review

For more information,  
contact us at 800.790.8662  
or [info@cvty.com](mailto:info@cvty.com)