IBM Information Management software

Trivium Health, Inc.
Trivium Rx

Partner Solution

■ *Target Industries*
  Health Plans
  Healthcare Providers

■ *Business Application*
  Prescription Administration/Prior
  Authorization Management

■ *Products*
  IBM FileNet Business Process
  Manager
  IBM FileNet Content Manager
  IBM FileNet System Monitor
  IBM InfoSphere Content Collector

Business Challenge

Filling a prescription is more time consuming and tricky than meets the eye. An inordinate amount of effort goes into processing that little piece of paper while you're waiting in the crowded lobby of your local pharmacy. Behind the scenes, there is a multitude of processes and checks and balances that are at work to avoid drug errors, prescription misuse and pharmaceutical fraud.

Accuracy in dispensing prescriptions is essential. Errors can not only be life threatening, they also trigger heavy fines of up to $25,000 per error. These fines are only escalating with the enactment of Medicare Part D.

Many insurance companies are now demanding prior authorizations of prescriptions, focusing on electronic prescribing (e-prescribing), which is a cost-control procedure that requires services and medications to be approved in advance by doctors and/ or the patient's insurance plan. The prior authorization process involves a significant amount of collaboration among doctors, insurance companies and employee benefits departments prior to receiving medication. All the while, pharmacy staff must–at all times–follow the imposed clinical guidelines and adhere to patient privacy regulations.

As administrative and drug costs skyrocket and benefits plans become increasingly more complex, it's essential that health plans, third-party administrators and other administrators of health information are armed with a system to streamline the administration of prescription processing and adherence to clinical guidelines, regulations, medication fraud, waste and abuse.

Solution

Trivium Rx provides organizations with a holistic system to automate day-to-day work processes and share information among healthcare management organizations, within a user-friendly environment, all while leveraging drag-and-drop customized functionality. With this solution, Trivium Health introduced the concept of "Intelligent Pharmacy Management," which enables technology to assist with all prescription-related request—from enrollment through the prior authorization process. Now organizations can automate pharmacy processing with document management, automated workflows and communications, clinical guidelines management and a unique benefits-based rules engine.

Once an authorization request is received, Trivium Rx applies

validations to determine the coverage and benefit availability while assessing the patient's claims history and ensuring appropriate medication strength and diagnosis. The system then automatically generates a fax that is sent back to the doctor's office containing the determinations based on clinical guidelines and benefit rules. Should the determination fall into a "gray area," the request is forwarded to the on-staff clinical pharmacist for further review. Trivium Rx retains all of these transactions for future audits, as well as for clinical criteria refinement.

Value Proposition

Trivium meets the demands of today's complex healthcare environment by providing an effective pharmacy management program for patients, providers, pharmacies, employers and regulators. Built on the IBM Enterprise Content Management (ECM) suite of products, Trivium Rx enables health information administrators to improve the speed, quality, consistency and accuracy of prescription administration, medication fraud, waste and abuse. It also is a proven solution for e-prescribing and prior authorization processing.

The solution is proven to achieve immediate, substantial and quantifiable savings by reducing the amount of time needed to process prior authorizations (from 30 minutes to less than a few minutes on average). Organizations are successfully using Trivium Rx to:

- Process prior authorizations quickly

- Decrease healthcare administration costs

- Proactively minimize medication fraud, waste and abuse

- Keep data organized and easily accessible in the event of an audit

- Reduce phone support and administrative costs

- Adhere to Medicare Part D and HIPAA regulations

- Improve customer satisfaction

Trivium Rx is scalable and easily deployable within existing system environments — typically in less than 90 days.

Company Description

Trivium Health, Inc. is a technological leader in medical and pharmacy management information systems. The foundation of its medical and pharmacy management systems has a robust architecture that couples Internet technology with proven object-oriented programming and relational databases, providing a revolutionary product with the speed and responsiveness to provide immediate benefits, and solutions that offer both flexibility and scalability.

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