ABCRx

How we can help you achieve your business objectives. **And simplify your life.**

ABCRx and PDMI

- Why we're here today

- What PDMI can do for ABCRx

  - Total flexibility in every aspect of your program, from design through ongoing management

  - Custom, real-time technology solutions

  - Stress-free implementation

  - Targeted products/services

- Who we are—and why that matters to ABCRx

PDMI

Why we're here today

The only solution that matters to us is the one that addresses **your** business needs.

- ABCRx is facing...or...

- The industry is facing...

PDMI

What PDMI can do for you

PDMI

Virtually unlimited plan design options

We think your business objectives should determine plan design, not the other way around.
Very quickly, we'll help you:

- Minimize disruptions and reduce the "noise" by perfectly matching a current design; or/then

- Lead your marketplace with truly creative design solutions

- Virtually eliminate implementation issues

- Easily customize our software for solutions that allow you to quickly anticipate or react to market changes

PDMI

Eligibility

Eligibility management impacts your bottom line and can be a major functional hurdle. We simplify it, so you can:

- Virtually eliminate that first sore spot in your new client relationships: ELIGIBILITY ISSUES

- Load data manually or online in real-time, in batch mode or on-the-fly

- Provide data in whatever format works for you

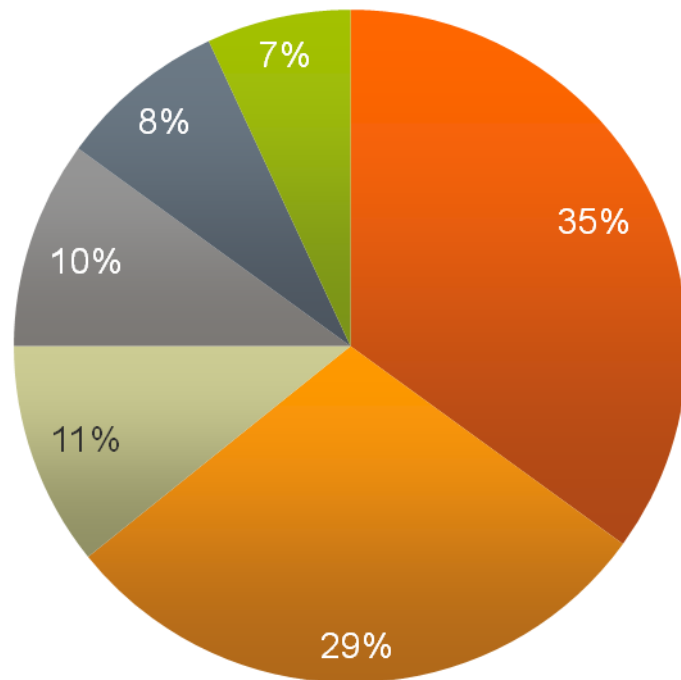- Rest easier because we thoroughly and rigorously test EVERYTHING

We don't "take a few days to work out the kinks"— all claims are complete, with no eligibility issues, from Day One.

Comprehensive reporting and analysis

We'll help you turn your data into **information** that ABCRx can actually **use**.

35%

29%

11%

10%

8%

7%

2007 2008 2009 2010 2011 2012

Comprehensive reporting and analysis

- Make better clinical and financial decisions

- Reduce net drug costs

- Efficiently measure plan performance and drug cost control strategies

- Quickly and effectively monitor key cost drivers

PDMI

You're probably under the assumption that your data belongs to you.
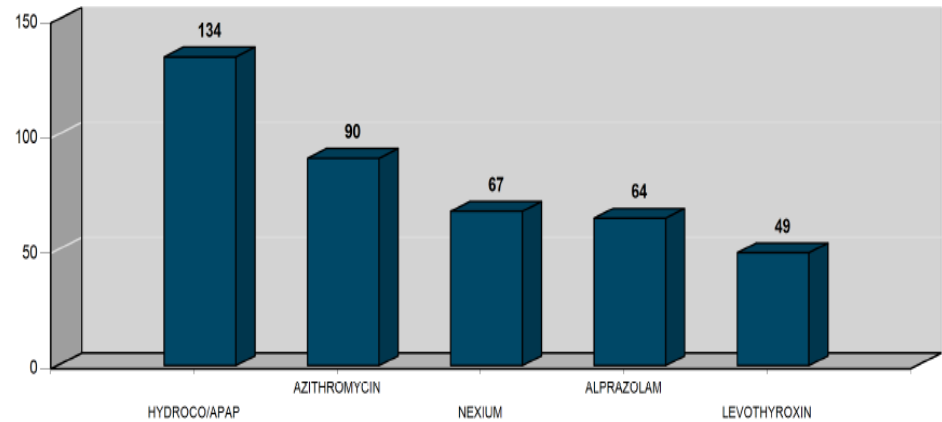
That's what we assume, too. All of it, 24/7.

Comprehensive reporting and analysis

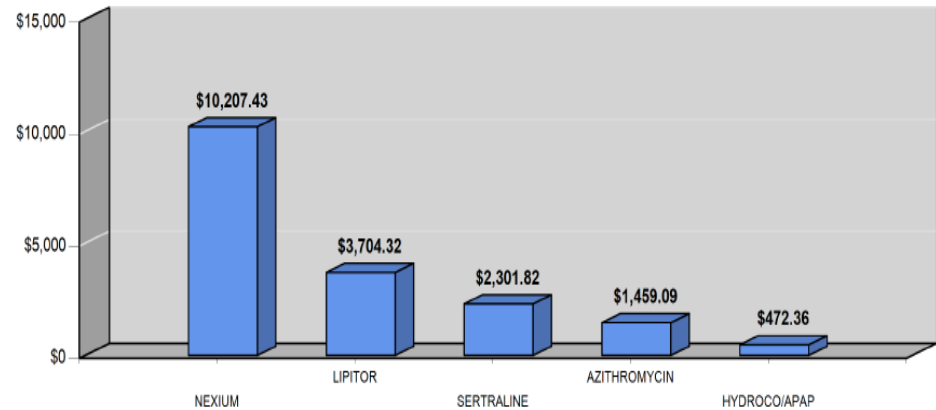You can easily access key financial and clinical knowledge, including:

- Comprehensive quarterly report packets

- Clinical reports, auditable to the claim level

  - Coverage authorization activity and savings

- Customizable MTM report options

- Fraud, Waste and Abuse reporting

  - By patient, pharmacy and physician

PDMI

Or our report specialists will work with you to create your own **custom reports** any way you like, **at no extra cost** to you.

Top 5 Drug by Claim Volume

Top 5 Claims by Plan Cost

Comprehensive reporting and analysis

Empower your staff to solve problems creatively.
Put powerful, flexible, easily customized reporting tools at their fingertips.

- Enjoy easy-to-use Web-based reporting.

- Create, print and distribute precision reports and graphs from any location.

- Simply and instantly generate custom and ad-hoc reports without being 'nickel and dimed.'

- Set up automatic distribution of any report.

PDMI

"We can't be successful unless we can quickly and easily interpret and classify data from many different perspectives. We owe a significant portion of our success to the flexibility and responsiveness of PDMI custom reports."

–URx

Pharmacy network management

Our multiple network alternatives let you meet today's needs and keep all your options open for tomorrow.

- Custom network development
    - Acquisition-plus pricing
    - Wrap-around pharmacy network options
- Pass-through pricing
- Limited network
- Mail and specialty pharmacy

Other Options

- National open network
- Express 90 network
- Medicare-compliant network
- Hospice, long-term care, workers' comp

You need

What?? Add Client-Specific Needs from your network.

Coincidentally, we provide exactly that.

Innovative Clinical Tools

We'll help you ensure the best outcomes for your members and provide them with the most cost-effective therapy.

- Custom coverage authorization

- Therapeutic Interchange Program

- Physician detailing reports

- Fraud, Waste and Abuse programs

PDMI

Real-time technology

You focus on the big picture while our powerful, reliable and fully secure claims processing and adjudication system handles the details. Flawlessly.

- Easily manage complex coordination of benefit options with our sophisticated financial accumulator application.

- Load data in real-time, which allows more timely management of clinical and financial programs.

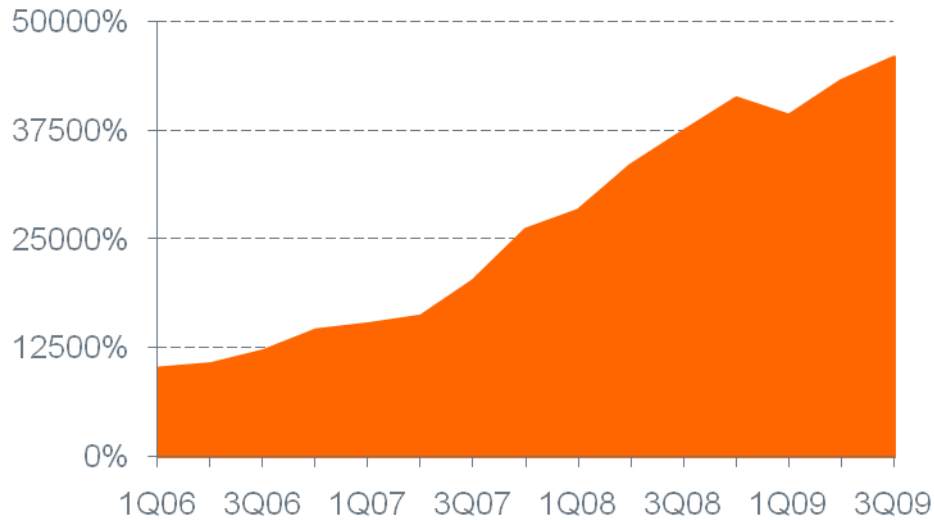- Minimize member disruption and maximize program success with point-of-sale activations and authorizations.

"The combination of instant connectivity to all our data, PDMI's real-time interface and their completely flexible approach to our plan designs and claims processing setup have allowed us to exceed our growth expectations every year since we began our partnership."

— TrialCard

Real-time technology

Percent of claim volume growth

Innovative Consumer Tools

Educated, engaged members make better pharmacy benefit consumers and help control costs.

- Well-trained, professional phone representatives (not a computer!) help your members with questions about claims.

- Our online Member Portal:

  - Maximizes consumers' engagement with their benefits

  - Empowers and educates members to make more prudent medication choices

  - Allows you to target messages to specific audiences

Innovative Consumer Tools

"We believe in the power of empowered consumers. By providing members and providers with comprehensive treatment and benefit options, we help members improve clinical and financial outcomes."

— WHO CAN WE ATTRIBUTE THIS TO?

PDMI

Quality Assurance

Here are some of the ways we keep you covered:

- Annual SAS 70 Type II Audit

- Comprehensive testing strategy

- Pre- and post-implementation claims audits

- Real-time claims surveillance

- Group level reporting to ensure accurate program setup and documentation
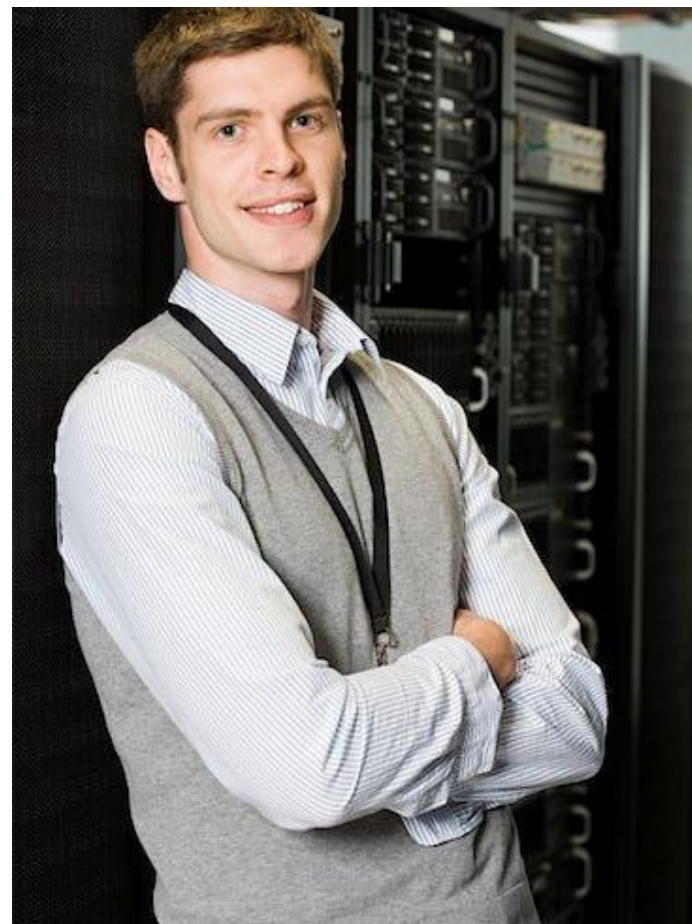
- Guaranteed service levels

We don't think "close enough" ever is.

Security and Privacy

The last things you want to worry about are data security and HIPPA issues. So those are some of the first things we think about.

- HIPAA-compliant data transfers between PDMI and ABCRx

- Access-control management

- Security auditing

- Workstation security – all units PGP encrypted

- All backup media physically secured and encrypted

- Continued training to ensure HIPAA compliance

Stress-free implementation

Our implementation process begins and ends with your objectives—with virtually no angst in between.

- Thorough data-requirement mapping sessions

- Job shadowing of key roles at your organization

- Comprehensive requirement and documentation audit tools

- Detailed implementation guide; standardized and completely adaptable to your needs

- A member of our install team becomes your dedicated account manager

PDMI

We've built our implementation process to deliver a painless transition, with minimal strain on your staff and disruption to your members.

Dedicated Account Management

We sign the paycheck, but your PDMI account manager works for you.

- Single point of contact; one call, to one person, immediate results

- Empowered by management to ensure ABCRx's complete satisfaction

- Equally knowledgeable of pharmacy benefits industry, PDMI systems and ABCRx's business objectives

"Your PDMI account manager is responsible for your program's success. He or she has the mandate, the authority and the autonomy to take action and resolve your issues— not just shuffle them up the line."

—Doug Wittenauer
PDMI CEO and founder

Medicare Part D

We have a simple approach to your Med D needs:

Deliver flawless implementation, execution and compliance.

PDMI

Medicare Part D

- Built-in flexibility to match your business objectives

- HPMS file submission

- Coordination of benefits

- E-prescribing

- Medication therapy management

- CMS reporting and data requirements

- TrOOP accounting

- Retiree drug subsidy

PDMI

"PDMI's dedication, strategic vision and operational capabilities were key to the successful launch of our Medicare Advantage Prescription Drug product. PDMI excels at aligning their business practices around <u>our</u> objectives. They're a great business partner."

— PrimeTime Health Plan

340B and Own-Use

We remove the complexity from your 340B program.

- ⬡ We manage the eligibility process start-to-finish for fewer missed savings opportunities

- ⬡ Comprehensive, integrated and easily auditable compliance process

- ⬡ Flexible and custom design with retrospective and prospective approaches

340B and Own-Use

We'll help you maximize your Own-Use discount and the purchasing power of your GPO.

- Hospitals save money on employee benefits

- Options for dispensing to employees of schools and libraries and other, qualified non-profits

- Seamlessly manage pharmacy workloads and own-use inventory

Hospice

We offer extensive expertise and tools for this specialized segment:

- Medication Therapy Management tool

- Conditions of Participation (COP) tool

- Drug-to-Drug interaction

- Comprehensive Medication Profiling

- Treatment plan establishment
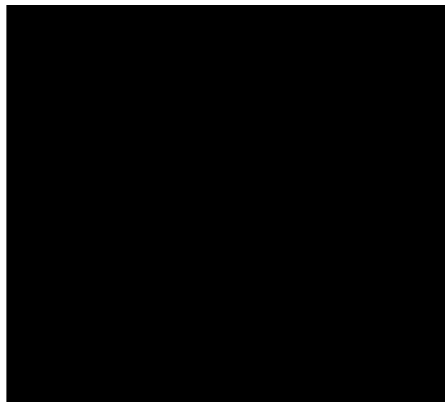
PDMI

Who we are—and why that matters to ABCRx

Our business model?

We solve problems for our clients.

PDMI

About PDMI

27+ years providing custom solutions to pharmacy benefit challenges

- Flexibility built into processes and technology

- No offshore resources

- Relentless dedication to client service and total satisfaction

- Clarity in pricing and contracts

- Our clients love working with our people

Proprietary software developed

in-house by IT professionals

and pharmacists allows

complete control and easy,

unlimited customization

based on our clients'

business objectives.

About PDMI's people

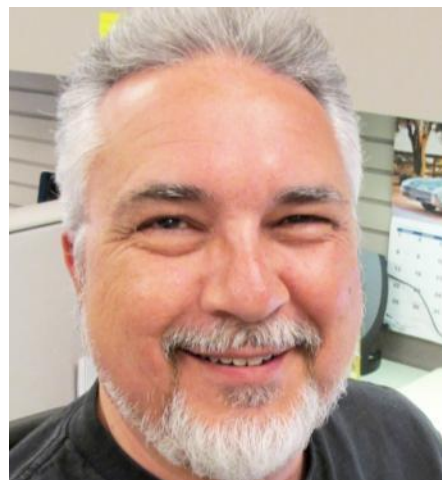PDMI values what our people value.
And ABCRx reaps the benefits.

- Creativity – We love blowing clients away with our ideas.

- Passion – Perfection is anticipated; accuracy is assumed but always verified.

- Attention to detail – We're responsive, accessible and we follow through on every commitment.

- Integrity – Non-negotiable; it's the foundational key to our heritage, reputation and success.

- Collaboration – Internally, externally, across borders, across disciplines and with clients.

- Family – We know **why** we work, we **enjoy** our work and we're fun to work **with**.

It's our people who allow us to provide PDMI's unique combination of technology, creativity, human energy, expertise and uncompromising focus on client needs.

What does a PDMI associate look like?

Cross-trained in all facets of the business. You'll never hear, "That's not my job."

Has full autonomy to do what's best for the client. Your concerns are addressed immediately; no chain-of-command issues.

Long-term; virtually no turnover. You deal with people who like their jobs and will be here tomorrow.

80 percent are IT specialists, pharmacists and pharmacy techs. We're experts, we know the industry and we speak your language.

A good fit for our culture is a good fit for you. We hire industry-savvy, knowledgeable, trusted and enthusiastic problem-solvers who enjoy simplifying the lives of our clients.

So, how do we make this happen?

Thank You

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