

CASE STUDY

eMedical Benefit Verification: Improving Speed to Therapy and Patient & HCP Experiences





AssistRx eMedical Benefit Verification Solution

eMedical Benefit Verification (eMedBV) returns J-code specific medical benefit coverage information in seconds for 70% of patient inquiries. Using just five patient identifiers, payer and member IDs and provider NPI, eMedBV delivers the fastest, most comprehensive patient-specific medical benefit coverage data in the specialty pharmaceutical space.

This unique tech + talent-enabled solution leverages direct connectivity with payers, rather than historical data. If payers lack electronic capabilities or the patient is not found, eMedBV defaults to its AI-powered payer outreach feature. If returns are still incomplete, eMedBV then defaults to its tech-enabled talent offramp. This talent offramp is staffed by medical benefit experts who use already-gathered data to collect remaining coverage information.

Data returns include but are not limited to:

- ✓ Copay / Coinsurance (drug, admin, office specific)
- ✓ Deductible amount and remaining
- ✓ Out-of-pocket (OOP) max and remaining
- ✓ PA requirements (drug, admin specific)
- ✓ Provider network status

CASE STUDY 1

Accelerated Time to Therapy

Challenge

- Life sciences organization challenged with long dispense turn-around times (TATs) for its 4 cardiology therapies covered under the medical benefit.
- Previous partner's lack of medical BV technology necessitated large FTE counts, manual processes and high program costs.
- Healthcare provider (HCP) offices relied on paper and fax and had to use multiple portals to complete therapy initiation steps.

Solution

- AssistRx automated medical BV processes for the 4 therapies through its eMedBV solution within iAssist.
- HCPs gained patient coverage status in seconds.
- Solution included a talent offramp to intervene when BVs couldn't be completed by tech alone.

Results

5 min

All therapy initiation steps completed in a 5-minute workflow.

50%

Time to therapy accelerated by 50% across all 4 therapies.

CASE STUDY 2

Tech-Enabled Reverifications

Challenge

- Life sciences organization challenged with long BV and reverification TATs for its buy & bill ophthalmology drug.
- Offices had to submit hundreds of reverification requests as early as October for appointments scheduled the following year.
- Not knowing whether the patient was still covered, offices struggled with appointment delays and cancellations.
- Patients experienced gaps in care due to reverification delays that could extend into March or April.

Solution

- AssistRx deployed eMedBV to accelerate BVs and reverifications.
- Solution enabled offices to escalate reverification requests for immediate appointments, supporting continuity of care.
- Automated processing delivered actionable reverification outcomes, allowing confident administration and timely access to therapy.

Results

42k

Completed annual reverification for 42k patients in 5 weeks.

60%

60% of reverifications fully automated, reducing the need for human intervention.



Informed access. Improved outcomes.

AssistRx has engineered the perfect blend of tech + talent to provide an advanced therapy initiation and patient support solution to improve patient uptake, visibility and outcomes. Our solution integrates technology and therapy expertise to advance patient therapy in a more efficient and effective manner—delivering informed touchpoints that simplify a complex system to enable better results for today's patients.



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