

## Emdeon Prescription Benefit Solutions provides improved safety, streamlined pharmacy data transactions and rock-solid dependability

*An Emdeon Business Services Customer Success Story*

***Use of the PDTS results in higher quality medical care based on proper medication control, reduced fraud and abuse, better management reporting and control, and most important, increased patient safety.***

### **Background**

The U.S. Department of Defense provides prescription drug benefits to active duty and retired personnel, and their eligible dependents, a total of more than 9 million beneficiaries. In 1998, a review by the General Accounting Office determined that this program was severely fragmented. The Pharmacy Data Transaction Service (PDTS) was launched to improve patient safety, streamline data collection and management as well as provide DoD with a centralized data repository and warehouse.

***“PDTS has proven itself to be one of the DoD’s most successful custom-built systems. In 2006, the system processed more than 166 million transactions for more than 9 million DoD beneficiaries and dependents, with an average response time of under 2 seconds per transaction.”***

Thomas C. Sullivan, Director  
Computer Sciences Corporation  
DoD Health Affairs, Health Sciences

### **Fast Facts**

U.S. Department of Defense  
Pharmacy Data Transaction Service

#### **Covered lives**

More than 9 million DoD beneficiaries including all U. S. Armed Forces personnel, active and retired and their families.

#### **Critical need**

A centralized, highly flexible system providing real-time processing of more than 166 million prescriptions annually, together with powerful analysis, reporting and quality improvement functions.

#### **Solution**

A custom pharmacy claims adjudication and data warehousing solution from Emdeon.

#### **Outcome**

PDTS processes a large volume of transactions in under 2 seconds each, interfacing with thousands of providers and points of service, with unsurpassed security and reliability.



## Challenge

DoD security requirements made it impossible for DoD and commercial data to be processed on the same system. PDTS also had to meet DoD requirements for data replication and disaster recovery as well as information and physical security at all locations.

PDTS needed to maintain real-time and batch interfaces with a large number of other government systems, as well as with several commercial entities, over 500 worldwide Military Treatment Facilities and more than 60,000 retail pharmacies.

DoD required the system to perform a wide variety of real-time functions related both to quality of health care and to the financial performance of the DoD prescription drug program.

## Strategy

In 1998, DoD launched the RFP process to identify a contractor to implement the PDTS. Bidders had to be commercial entities with existing capabilities in Pharmacy Benefits Management. In early 1999, the contract was awarded to Computer Sciences Corporation (CSC) with Emdeon as subcontractor providing the technical and functional expertise, including the design, implementation, maintenance and day-to-day operation of PDTS.

Emdeon addressed the need for separating DoD data from commercial transactions by replicating its commercial system, customizing the software to government specifications, and totally isolating the new system from its commercial business.

According to the DoD, PDTS allows the organization to improve the quality of its prescription service and reduce pharmaceutical costs by conducting prospective drug utilization reviews (proDUR) on each new and refill prescription against the beneficiary's complete drug profile. The central data repository also allows DoD to monitor and track patient usage and provider prescribing patterns throughout the Military Health System.

After successfully testing the PDTS system in the spring of 2000, the DoD implemented PDTS in every military treatment facility throughout the world within the following seven months.

The primary PDTS system is located in Twinsburg, OH, with long-distance data replication to the disaster recovery system in Nashville, TN. PDTS is free from single points of failure in either hardware or telecom.

## Solution

PDTS provides physicians and other care providers with real-time access to a patient's pharmaceutical profile. A Pentagon news release describes how the system works. When a patient requests a new or refill prescription at any worldwide pharmacy supporting a DoD medical beneficiary, the data is entered into the PDTS, where it is compared with a complete patient medication history stored in the system's data repository. Through an automated tool, PDTS reviews a beneficiary's new prescription against all previous prescriptions filled through any point of service in the MHS.

With real-time velocity and before the medication is dispensed, warning messages and alerts are provided to the dispensing pharmacist or physician indicating possible adverse interactions, therapeutic overlaps, and duplicate treatments. Each transaction becomes part of the individual's patient pharmaceutical profile stored in the data repository.





**“Since its deployment in 2000, the PDTS has avoided more than 171,000 potentially life-threatening drug interactions.”**

*TRICARE News Service  
Release No. 4-07-06,  
“DoD Attacks Rising Pharmacy Costs,”  
April 14, 2006*

In addition, PDTS provides online eligibility determination, drug coverage, prospective drug utilization review, verification of quantity limits, co-pay levels, deductible/maximum benefit balances, coordination of benefits and other functions.

Beneficiaries have two commercial options for filling prescriptions: the TRICARE Mail Order Pharmacy or the 60,000 TRICARE Retail Pharmacies. Regardless of the point of service, PDTS processes all prescriptions in real time.

PDTS also meets DoD's extensive reporting requirements, and provides convenient processing of prior authorization requests. The system supports real-time clinical, administrative and financial edits and interfaces in real time with DoD's eligibility system of record, DEERS.

Other interfaces with other government systems and with private providers are equally reliable and user-friendly.

## **Outcome**

PDTS has proven itself to be one of the DoD's most successful custom-built systems. In 2006, the system processed more than 166 million transactions for more than 9 million DoD beneficiaries and dependents, with an average response time of under 2 seconds per transaction.

Security has met all expectations, and the ability to track patient usage and provider prescribing patterns has helped reduce fraud and abuse. PDTS has achieved Defense Information Technology Security Certification and Accreditation (DITSCAP), as well as being awarded the Air Force Certificate of Networkiness. In 2002, PDTS was also a finalist for the President's Quality Award and a semi-finalist for Harvard University's John F. Kennedy School of Government's "Innovations in American Government" award. This program recognizes imaginative and effective government responses to urgent social and economic challenges.

Since its deployment in 2000, the PDTS has avoided more than 171,000 potentially life-threatening drug interactions, in addition to those identified by each pharmacy.

In 2006, PDTS successfully passed the DITSCAP Annual Review and was awarded a continued DoD Approval to Operate. In March of 2007, Emdeon personnel were presented certificates of recognition by the TRICARE Pharmacy Operations Office in appreciation for continuing contributions and improvements.



*Simplifying the Business of Healthcare*



## Find Out More

Emdeon Business Services is fully committed to providing robust prescription claim adjudication solutions and consultative expertise for helping health payers manage prescription benefits in-house, improve patient care and reduce administrative costs.

To learn more, please visit [www.emdeon.com/pbs](http://www.emdeon.com/pbs) or call **800.521.4548, Option 3.**

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