

# Delivering Cost Management Solutions through RxOps

## Introducing Pharmacy Operations to Business Practices

Recognizing the positive impact that pharmacy review and interaction can have on high-dollar claim outcomes, HM Insurance Group (HM) was one of the first Stop Loss/Managed Care Reinsurance companies to introduce Pharmacy Operations (RxOps) into its business model to provide educational opportunities and insight to the self-funded community.

"It made a lot of sense to bring a pharmaceutical expert to the table. Pharmaceuticals play a significant role in escalating claims costs, and we are working diligently to determine what can be done to better control the situation."

– Dom Palmieri, chief operating officer

## Defining the Responsibilities of HM's Senior Pharmacist

HM's on-staff Pharm.D. is tasked with ensuring specialty medication claims are reviewed for FDA approved use, as well as being identified as having the potential for ongoing use. This type of review measures volume and frequency and includes cost assessment. The cost containment programs that clients implement through their administrators also are reviewed to gain knowledge of what is being done in the industry today. Additionally, there is identification of clients who are not using cost containment programs and may benefit from such solutions.

## Focusing on Three Primary Areas

RxOps currently focuses on three primary areas when working to share insights with HM's partners: cost containment, risk assessment and education. Each area plays a significant role in identifying potential opportunities for clients interested in better managing their claims expenses without worrying about compromised care. This helps to assist with client assurance that it is the right therapy at the right time and the right cost.

### 1. Cost Containment

There is less angst about high-cost claims when the costs are predictable. Clients benefit when their members are receiving Best Practices or standards of care.

- RxOps reviews population health data to identify possible opportunities related to specialty medication use over the total participating population.
- RxOps may reach out to partners to discuss the predictability of a program and the client's participation as well as to share experience and knowledge of industry trends when medication costs, quantity, frequency or duration may not follow FDA-approved guidelines; the information can empower the plan administrator to drive opportunities or create new ones to increase client satisfaction.

### 2. Risk Assessment

RxOps assesses risk on two different levels:

- Level One is an objective review that determines the baseline impact of a medication regimen in the current plan year and projects that utilization into the next plan year.
- Level Two is an enhanced assessment by RxOps that enables discussions related to opportunities for cost efficiencies. Examples include reviewing whether clients have opted into administrator-specific services; reviewing if the client is receiving the agreed upon services; or identifying possible opportunities for new programs, such as those related to fulfillment location optimization.

### 3. Education

Education provided by RxOps is focused on high-cost therapies like gene therapy, HAE (hereditary angioedema), hemophilia, oncology and opiates. Therapies associated with genetic disorders currently play a significant role in health care. It is important to identify clients with services that differentiate who is and who is not eligible for these therapies in order to share our knowledge and industry experience with our TPA partners to help reduce ineffective, high-cost therapies.

As part of our efforts to provide useful information to our partners and clients, we have committed to publishing educational resources that focus on pharmaceutical developments, issues and challenges facing the market. Visit [hmig.com](http://hmig.com) to access our Pharmacy Focus and Specialty Pharmacy Watch publications, among other cost containment resources.

## Working Together for Successful Outcomes

The pharmaceutical industry continues to keep everyone – carriers, brokers and employers alike – on their toes. HM's attentiveness to specialized pharmaceutical developments demonstrates the company's focus on working with our partners and clients to better manage the business challenges associated with high-cost claims now and into the future.

## About HM's Senior Pharmacist

Jamie Holowka, BS, Pharm.D., is a pharmacist with more than 20 years of experience. During her career, she has worked in a large teaching health system with health plans, medical homes, faculty requirements, ambulatory care and long-term acute care (LTAC).

Also serving as a consultant for captive health plans, she has worked with small to mid-size PBMs to ensure that quality and cost efficiency were tailored specifically for mutual clients, including the development of population health reports, formulary compliance reviews and initiatives addressing the use of acute medications. In addition, Jamie has worked for a large PBM with a focus on patient adherence, medical writing, Medicare initiatives and teaching.

She earned a Bachelor of Science degree in Pharmacy and a Doctor of Pharmacy, both from Duquesne University in Pittsburgh, Pennsylvania. She also has recently received her Pharmacogenomics certification. Jamie can be reached at [HMPHarmacyServices@hmig.com](mailto:HMPHarmacyServices@hmig.com).

### About HM Insurance Group

HM Insurance Group (HM) works to protect businesses from the potential financial risks associated with catastrophic health care costs. The company provides reinsurance solutions that address risk situations confronting employers, providers and payers. A recognized leader in Employer Stop Loss, HM also offers Managed Care Reinsurance nationally.

HM Life Insurance Company and HM Life Insurance Company of New York are rated "A" (Excellent) by A.M. Best Company, one of the country's oldest and most respected rating agencies.\* Through its insurance companies, HM Insurance Group holds insurance licenses in 50 states and the District of Columbia and maintains sales offices across the country.

For more information, contact your HM sales representative or visit [hmig.com](http://hmig.com)

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\*A.M. Best Company, Best's Rating Reports, June 2018.

Stop Loss coverage is underwritten by HM Life Insurance Company, Pittsburgh, PA, in all states except New York under policy form series HL601 or HMP-SL (11/16) or similar. In New York, coverage is underwritten by HM Life Insurance Company of New York, New York, NY, under policy form series HL601 or HMP-SL (11/16) or similar. Managed Care Re coverage may be underwritten or reinsured by HM Life Insurance Company or Highmark Casualty Insurance Company, Pittsburgh, PA, under policy form series HM PEL 1105, HC PEL 1105, HML 1105 ELR, HMC 1105 ELR, HM 1005-ELR or similar. In New York, coverage is underwritten or reinsured by HM Life Insurance Company of New York, New York, NY, under form HMNY PEL 1105, HMNY 1005 ELR or similar. The coverage requested may not be available in all states and is subject to individual state approval.