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# Annual benefit reverification enhanced by technology solutions

**An overview of the 2023 season**

Case study



Annual reverification (AR) is a time of increased risk of interruptions in medication access for patients. Annual benefits changes with a new plan year can lead to changes in coverage or updates to prior authorization requirements that can delay or prevent patient access to their prescribed medications. Patient support programs try to minimize disruption in therapy for patients. And though many believe that AR only applies to one month out of the year, the truth is that for many of these patient support programs, it's a yearlong preparation and execution process.

Biopharma companies have an immense opportunity to help curb disruptions and reduce interruptions for patients by selecting support partners who can guide them through complex AR seasons.

The results of Cencora's 2023 AR season are proof that Cencora is taking the necessary steps to seize on the opportunity with a technology-led, people-enabled approach.

# The potential of improved AR

Technology has helped to increase automation and accelerate results. Advances in electronic benefits verification (eBV), digital assistant functionalities, and artificial intelligence (AI) have contributed to these improvements.

But technology is only part of the solution. Skilled team members pick up where automation leaves off to reduce friction and help patients access the therapies they need more quickly and without interruption. This is especially true during AR, when disruption risk is higher and agility is needed to help mitigate the risk.

Advancements in technology have resulted in AR processes that better align with provider workflows and enable teams to reduce their number of temporary resources and focus them on more complex and higher-value work.

## Cencora's holistic solution

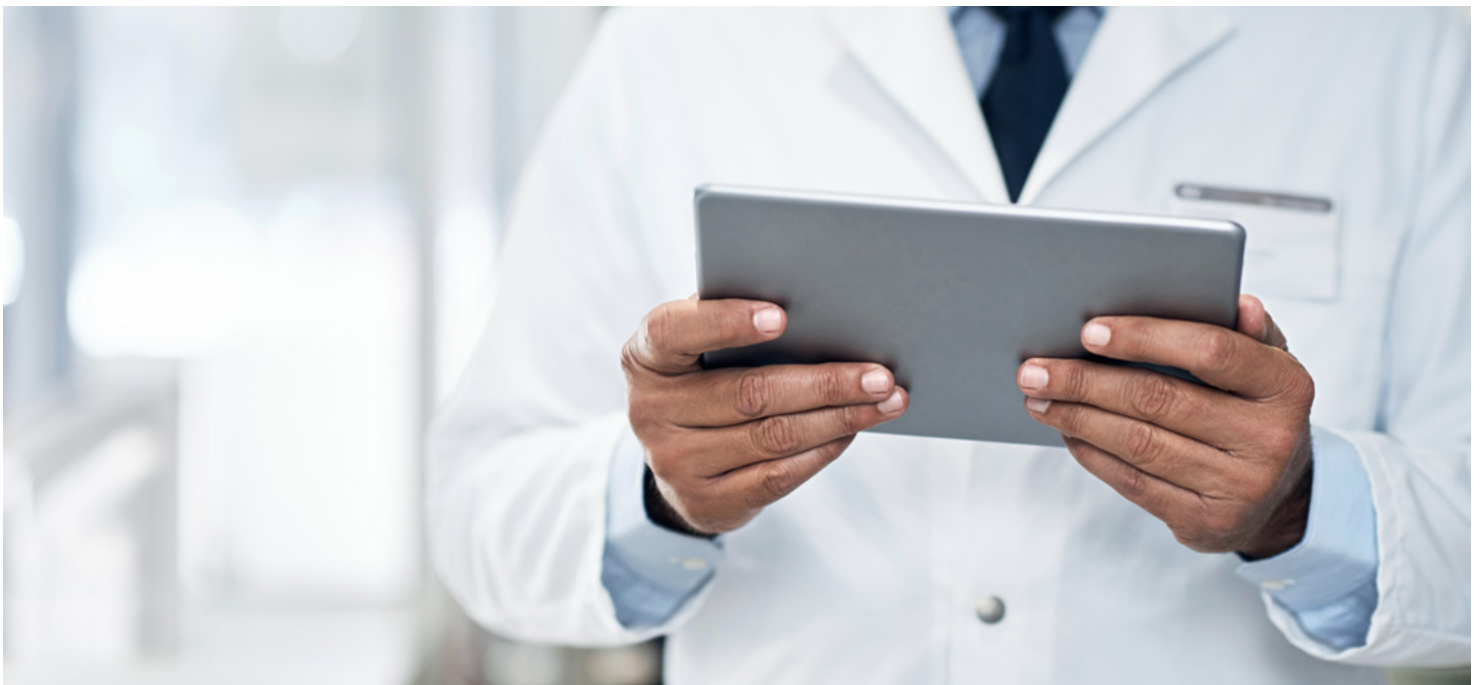
Cencora offers a holistic solution that supports AR needs from the planning phase through communication with providers, to benefit verifications through patient support. This reaches every corner of an AR program, enhancing accuracy and increasing efficiency.

### **Client Story: Reforming a highly manual AR process with technology and talent**

One biopharma company was struggling with a particularly labor-intensive AR season that was overwhelming its vendor's patient services program. The vendor's technology and processes were inflexible and couldn't scale as needed.

The biopharma company needed a flexible program that would leverage technology and improve processes to maintain patient access to its life-altering product. Beyond this, it needed a partner who had the right mix of technology and talent and could monitor progress, helping it to pivot when necessary and establishing regular reporting on eBV outcomes.

This biopharma company turned to Cencora's Patient Services to address its issues. The biopharma company recognized an opportunity to minimize disruptions in therapy by collaborating with a partner who brought a technology-driven solution that aligned with its needs. Cencora team members worked closely with this company to identify its AR needs and goals, aligning the scope of its solutions to scale and address the unique needs of its patients effectively and timely.



## An advancement in automation

Cencora constantly looks for opportunity to increase benefit verification automation in order to increase the volume of requests that can be completed on demand. This enables faster handling of high caseload numbers, helping teams comply with short turnaround times and support patient adherence without disruption or delays. Staff can access the information they need, when they need it, including:

- Explanations of benefits
- Details of patient health plans
- Cost-share information for specific medications

This flexible automation path allows the program to handle cases without manual intervention and establish a seamless transition between automated and manual tasks. Thanks to this automation approach, representatives can focus on complex cases that genuinely benefit from manual intervention.

## An engaged staff experience

Cencora teams work together to define AR success each year. This involves creating staffing models, determining the scope and reach of AR, and staff training through implementation, analytics, and completion.

## The results of automation and AR efficiency

AR 2023 results included:

Automation of projects across **10** different therapeutic areas

**474,000** benefit verifications shifted to automated processes

**103,000** Patient Assistance Program (PAP) enrollments

**600,000** total patients supported – who now have less to worry about in their medication access this year

A report on the AR 2023 season was enthusiastically recognized by clients, as reflected in one client's feedback:

**"We've had a record-breaking start of AR 2023. The results thus far are outstanding! We are fully aware this couldn't have happened without the remarkable teamwork and collaboration among everyone! Your efforts are greatly appreciated."**

Another Cencora client contact was highly complimentary of program operations, especially related to AR 2023. He reported that the Patient Services team received a standing ovation during a meeting as a result of the program's performance and overall AR outcomes.

These results are transformative and – at the same time – accessible for any biopharma company that is ready to take the next step to improve its AR results.

## Advancing access through innovation

Learn more about how technology-driven patient services solutions will define a successful future of less labor-intensive annual reverification for your team and patients.

[Consult an expert today](#)

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