

# Working with Pharmacy, Insurance, and Medical Benefits Managers

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# Objectives

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Participants will learn:

1. The similarities and differences between pharmacy benefits managers (PBMs), insurance benefits managers (IBMs), and medical benefits managers (MBMs)
2. How to coordinate with PBMs, IBMs, and MBMs
3. How to ensure you get what you need and want from their contracted services, including state examples of different models for working with these entities

# Pharmacy, Insurance, and Medical Benefits Managers

# Third-party administrators

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- Third-party administrators, or TPAs, are organizations that handle the claims, processing, and reporting components of a health benefits plan.
- Types of TPAs:
  - Pharmacy Benefits Managers (PBMs)
  - Insurance Benefits Managers (IBMs)
  - Medical Benefits Managers (MBMs)
- TPA fees:
  - The costs of a TPA are considered a “direct service” and do not count against a RWHAP Part B recipient’s 10 percent administrative cost cap.

**Reference:** HRSA HAB PCN 15-01, “Treatment of Costs under the 10% Administrative Cap for Ryan White HIV/AIDS Program Parts A, B, C, and D,” provides clarification on what costs count toward the administrative cap.

# Pharmacy Benefits Manager (PBM)

## Common Services

Establish and maintain a network of pharmacies

Claims processing, including claims adjudication

Payment to providers and fiscal intermediaries

Rebates reporting and submission to pharmaceutical companies

Electronic data transfer with other payers

Establish dispensing rules based on ADAP structure

Assist with formulary composition, including covered drugs, exclusions, drug use review

Continuous electronic health care coverage eligibility checking

Pharmacoeconomic studies

Provider and patient education and compliance

Benefits card

# Insurance Benefits Manager (IBM)

Common Services
Enrollment in ADAP health care coverage assistance and maintenance of eligibility
Management of a timely health care coverage premium payment process
Development of relationships with third-party payors to facilitate payment of premiums
Understanding of health care coverage plan options available
Determination of health care coverage and compliance with RWHAP coverage requirements
Medication claims reimbursement
Medical claims reimbursement
Benefits card

# Medical Benefits Manager (MBM)

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## Common Services

Enrollment in ADAP health care coverage assistance and maintenance of eligibility

Management of a timely health care coverage premium payment process

Development of relationships with third-party payors to facilitate payment of premiums

Understanding of health care coverage plan options available

Determination of health care coverage and compliance with RWHAP coverage requirements

Medical claims reimbursement

Benefits card

# Similarities and differences

Similarities	Differences
Claims adjudication	Medication vs. medical services
Coordination on behalf of ADAP	Establishing vs. following guidelines
Data coordination	Responsibility for education and compliance
Rebates submission	Rebates submission



# Coordination with Third-party Benefits Managers

# What's included in your Request for Proposal (RFP)?

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- Coordination starts with ensuring you know what you are asking for and why you are asking for it
  - What is/was included in your benefits management RFP(s)?
  - How do those services apply to your program policies and procedures?
  - How do those services directly impact your clients and providers?
  - How did the respondents to your RFP propose to meet the requirements outlined in your RFP?

# What's included in your contract?

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- Once a benefits coordinator is contracted with your ADAP, what are they contractually obligated to do?
  - What was specifically included in the contract?
  - How did you indicate that entity would be held responsible?
  - How do you plan to monitor the entity?
  - How do you plan to coordinate with the entity?

# Coordinating with Benefits Managers

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- Relationship is key
  - Establish regular (weekly, bi-weekly, monthly) conference calls with your benefits manager(s)
    - Maintain a standing agenda of urgent issues, on-going topics, review of data for efficiency/efficacy
  - Audit regularly via a checklist
    - Create a checklist based on items included in the RFP and contract for the services
    - Intentionally review the checklist regularly (monthly, quarterly)
      - Items that are regularly completed to your satisfaction get checked off
      - Items that are regularly not completed to your satisfaction or at all or are on-going should be added to regular conference calls for discussion

# Coordinating with Benefits Managers (continued) (1)

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- Trust their experience
  - Benefits Managers, for the most part, have experience providing these services to ADAPs (otherwise you likely would not have selected them)
    - Each ADAP implements federal and state regulation and guidance in nuanced ways – you are the expert on your program!
    - Benefits Managers have experience in implementing pharmacy, insurance, and medical benefits for RWHAP Part B and ADAPs – listen to their ideas and ask questions on how they may or may not benefit your program!
  - The systems and processes that Benefits Managers have in place are there for a reason.
    - Take the time to understand their work and business model so you can determine how best to maximize it for your program

# Coordinating with Benefits Managers (continued) (2)

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- Take advantage of everything included in your contract!
  - If an item is included in your contract, it is included in the cost you have established to pay. Utilize every bit of time/expertise/knowledge that a Benefits Manager has agreed to provide.
  - If an item is not included in your contract, ask if they can provide the service. The worst case answer is “no.” Best case you may be able to add to your contract and make further impact your program.
- Establish regular (monthly, bi-monthly) conference calls with your team of Benefits Manager(s) and other contractors
  - Take the time to bring together all contractors working on similar or intersecting work product on a regular basis to ensure seamless execution of work product
  - Ensure there is a point person for each contractor

# Getting What You Need: Examples from Two Jurisdictions

# Example One



# Example Two