

Client Story:

Transforming a Labor-Intensive Annual Reverification Process

CHALLENGES

Historically during Annual Reverification (AR) season biopharma companies encounter significant challenges. Their existing vendor's patient services program struggle under the weight of labor-intensive processes. Compounding the issue, the vendor's technology lack flexibility and struggle to scale as needed, causing delayed response to providers and delaying patients' treatment.

Recognizing the urgency of maintaining patient access support activities for its life-altering product, a biopharma company sought a solution to address these pressing issues.

EBLU SOLUTIONS' TECHNOLOGY-DRIVEN APPROACH

In a strategic move, a biopharma company forged a collaboration with eBlu Solutions and their existing HUB provider, recognizing the potential of eBlu Solutions technology-driven approach. With a shared goal of enhancing efficiency and accuracy, eBlu Solutions presented a solution perfectly aligned with the company's needs. Through this collaboration, the biopharma company aimed to streamline the process of completing benefits verifications, ensuring timely responses and heightened precision, thus improving overall operational effectiveness.

KEY COMPONENTS OF EBLU SOLUTIONS

AR PLANNING & EXECUTION

1

- Together, eBlu Solutions and the HUB provider supported the entire AR lifecycle from planning to execution.
- Provider communication was streamlined.

ELECTRONIC BENEFIT VERIFICATION (EBV)

2

- Advanced eBV technology improved accuracy and efficiency.
- Aligning with provider workflows reduced need for temporary resources.

TALENT-DRIVEN APPROACH

3

- eBlu Solutions' skilled team members complemented automation when necessary.
- They reduced friction and ensured swift benefit verifications and positively impacted patient access to therapies.

AT A GLANCE

Challenges

- Labor-intensive reverification season
- Vendor limitations
- Manual phone and fax processes

Benefits

- **46%** Reduction of staffing leading to **millions** of dollars saved annually
- **17,000+** Program Patients Support for RV Season 2024
- **52%** Reduction in annual reverification season time



"We are new to eBlu Solutions. I was skeptical of how quickly they could return a full benefit investigation and obtain an authorization, but to my surprise, most all of them are really that quick! We have also been impressed with the accuracy of the information obtained. This was, by far, our smoothest reverification season yet!"

-Trusted Practice Partner



Key metrics



46%

Reduction in Year over Year HUB staffing needs



17,000+

Patients supported



52%

Reduction in completion time



3.5 HRS

Average BV Turn Around Time



MILLIONS

Saved

UNBELIEVABLE RESULTS

The collaboration between the biopharma company, HUB vendor, and eBlu Solutions has proven to be highly successful, generating significant benefits across various metrics. Here's a summary of the key outcomes:

- 1. Cost Savings:** The collaboration resulted in **millions of dollars saved annually**. This substantial cost reduction is primarily attributed to the automation implemented by eBlu Solutions, which streamlined AR processes.
- 2. Efficiency Improvements:** The efficiency gains were remarkable, as evidenced by a **52% reduction** in AR season completion time compared to the previous year. Activities for the 2024 AR Season were completed by January 13th, 2024, marking a significant improvement over the 27 days taken in 2023.
- 3. Staffing Reduction:** There was a notable **46% reduction in HUB staffing** needs year over year. This reduction can be directly attributed to the efficiencies introduced by eBlu's automation solutions, which likely optimized resource allocation and workflow management.
- 4. Faster Response Times:** The average **benefit verification turnaround time of 3.5 hours**, facilitated by eBlu Solutions, ensured swift responses. This accelerated process was crucial for facilitating timely patient access to treatments, thereby enhancing patient care outcomes.
- 5. Quality Assurance:** Notably, there were **no Benefit Verification (BV) escalations** due to issues such as BV quality, payer accuracy, or processing delays. This indicates the effectiveness of eBlu Solutions in ensuring accuracy and reliability throughout the verification process.

CONCLUSION

Overall, the collaboration with eBlu Solutions has had a substantial positive impact, improving operational efficiency, reducing costs, and enhancing the quality of service provided to patients and healthcare providers.

Let's talk about how we can improve your **Patient Support Program**. Contact us today.

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