



## For One Leading Workers' Comp PBM, Robust Collaboration Between Clinical Pharmacists and Business Intelligence Has Led to Superior Claims Management in a Year Like No Other

Now more than ever, navigating the post-pandemic environment in

workers' compensation pharmacy requires deep analysis of clinical data to improve outcomes and optimize claims goals. With presumption laws and the long-term effects of the disease becoming quickly emerging issues, successfully managing COVID-19 claims represents a major challenge ahead for the industry.

The next year and beyond will require a proactive approach, from

COVID-19. In many situations, clinical pharmacists in workers' compensation require specialized insight when encountering a new type of drug therapy, or when an existing form of therapy is being used in a new way. For workers' compensation pharmacy benefit manager (PBM) myMatrixx, effective responses are built on our enhanced partnership between clinical and business intelligence teams.

monitoring new drug therapies to creating new formularies for





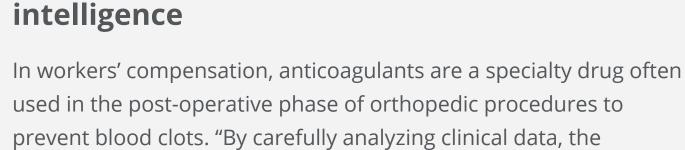
## therapy trends When the myMatrixx pharmacists began to observe an increase in anticoagulant usage, they immediately reached out to the data and

analytics experts in the business intelligence division to gain insight. Says Chief Clinical Officer, Phil Walls, "When encountering new trends, workers' comp pharmacists face the task of piecing together disparate information. Increased access to data, such as the ability to leverage diagnostic information, is an important step that helps our profession make informed decisions."

Collecting and analyzing clinical data is essential to answering questions about pharmacy spending in 2021. According to Cliff

Belliveau, Vice President of Business Intelligence, data analysis helps

create actionable information. "Timely collection and deep analysis of relevant data provides our pharmacists with critical insight on the trends they're encountering," he explains. "After encountering an uptick in anticoagulant utilization, the clinical team needed clear information on a full range of patient data, including demographics, diagnosis, claim duration, comorbidities, and treatment history to really understand what was going on."



## this recent increase appeared to be associated with work-related COVID-19 infections," says Belliveau.

Isolating the data to gain actionable

This is a discovery with important implications for claims management going forward. "Traditionally, anticoagulants are a short-term drug for the rehabilitation phase of surgery. What we're seeing in many of these long-term COVID cases is extended use for a number of drug categories, and this anticoagulant utilization trend appears to fit this profile," says Walls.

myMatrixx clinical and business intelligence teams discovered that





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As the industry works to understand the landscape of workers' compensation pharmacy into 2021, close collaboration between these two key components of pharmacy benefit management can

help claims professionals make informed and strategic decisions.

Phil Walls will be presenting the latest findings from the annual myMatrixx Drug Trend Report in an upcoming R&I webinar that will be available on June 24, 2021. In that webinar, you will learn how the decrease in new workers' comp claims caused by the pandemic affected overall utilization statistics, and why opioid usage remains a concern by registering for this informative presentation.

