



The Puerto Rico Chamber of Commerce  
and El Nuevo Día present the...



PUERTO RICO  
**Health & Insurance**  
CONFERENCE 2018

A background image showing medical equipment, including a red heart, a stethoscope, and a syringe, on a reflective surface.

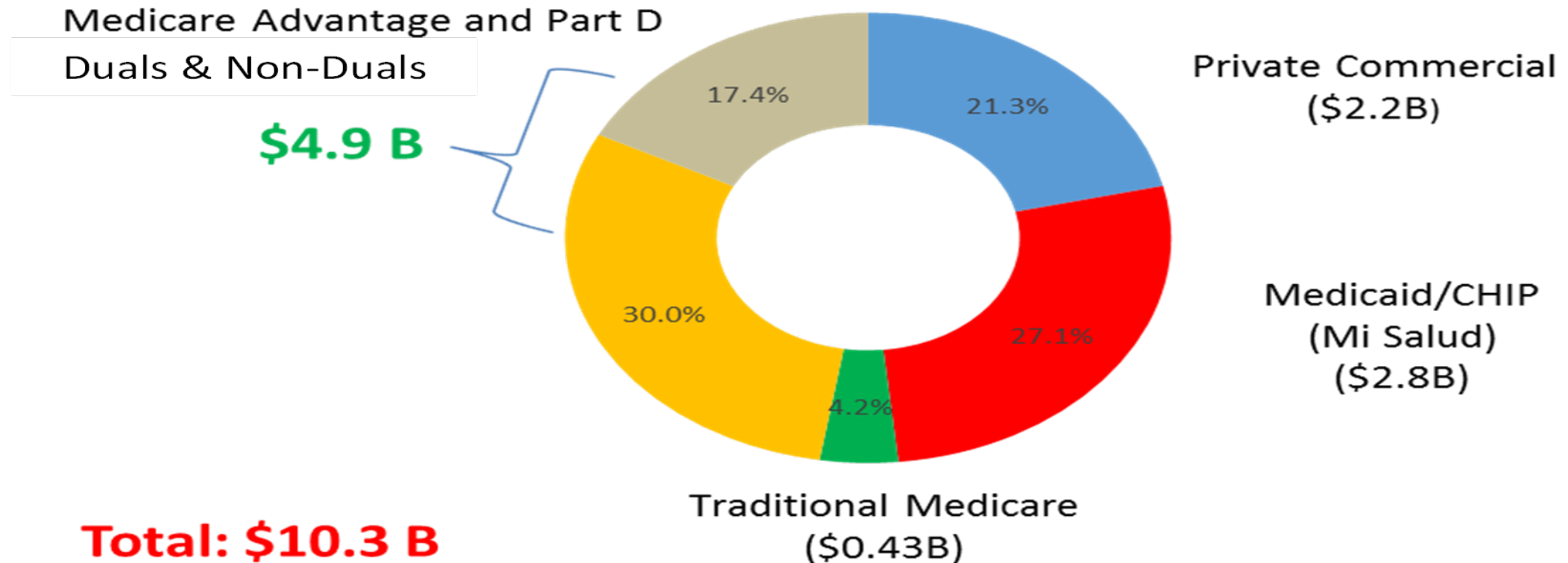
**DEVELOPMENT BY STORM: HOW TO TURN POST-MARÍA RECOVERY  
AS THE OPPORTUNITY TO FIX HEALTHCARE IN PUERTO RICO**

**Battling Fraud, Waste and Abuse: Challenges & Opportunities to Effectively  
Manage Care, Improve Quality and Reduce Costs in Puerto Rico**

**~Reaction Panel~**

## PR Health Care Delivery System – How it work\$

Estimated Distribution of Healthcare Resources in 2016



## Medicare Advantage

### Top Anti-Fraud Initiatives



**Effective Compliance Program and FWA Program**  
(Training and Lines of Communication)

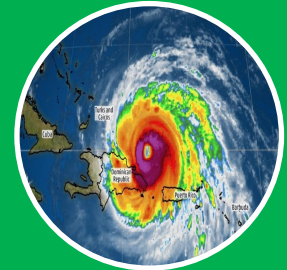


**Implementation of monitoring systems**  
(Data mining to identify proactive cases Part C and Part D)



**Strong communication with regulatory and law enforcement agencies**  
(Work Groups)

### Challenges and Opportunities



**Impact of waivers due to the emergency declaration post Hurricane Maria**



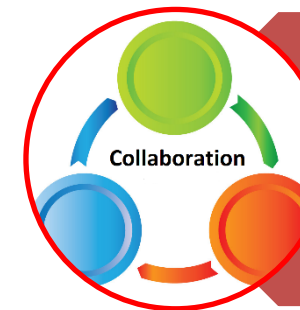
## Plan de Salud del Gobierno de Puerto Rico



## Challenges and Opportunities



Requirement of Formal Education on Fraud, Waste and Abuse (OIG Position Statement)



Strong cooperation between MCO's, PBM's and MBHO's

## Pharmacy Benefit Managers

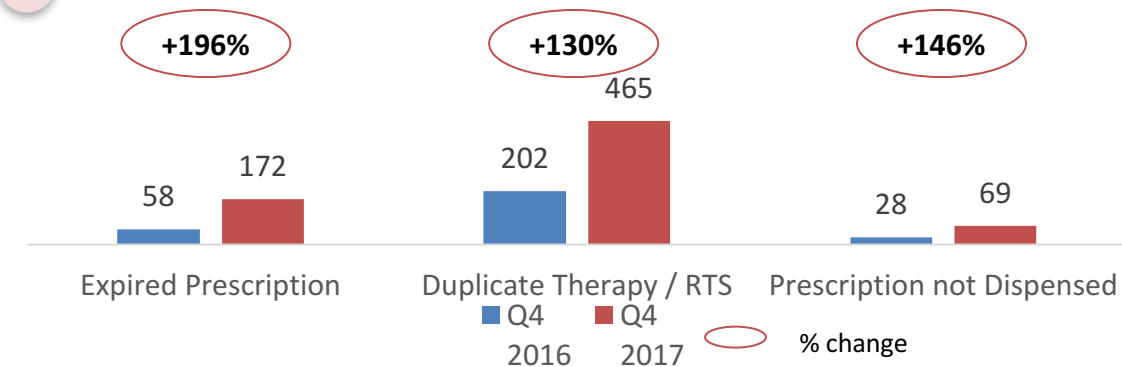
### Challenges

- Varied regulatory agency rules for different LOBs
- Edits to be lifted were not consistent (various possibilities) creating confusion for members and providers and opportunities for FWA
  - Gender edits
  - QLs
  - Non Formulary Drugs
  - Duplicate Therapy
  - OON
- Guidance not aligned with impact of the disaster (Ei: prescriptions w/out refill authorization and no contact with prescriber)
- Regulatory agencies took too long to allow plans to re-instate edits
- Communication with providers and patients

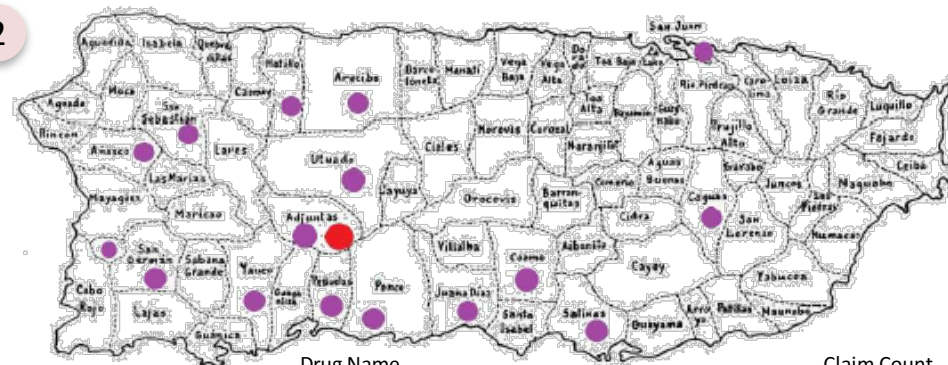
### Opportunities

- Uniform guidance across all LOBs for types of emergency edits
- Analyze post Maria trends and share between PBMs, MCOs, etc. to set a metric to re-instate edits (ei: more than x pharmacies operating) and control FWA
- Develop pre-established communication channels with providers and patients assuming communication difficulties

### 1 Example Pre and Post Maria Audit Findings



### 2



Drug Name	Claim Count	Total Quantity Dispensed
Oxycodone-Acetaminophen Oral Tablet 5-325 MG	8	690
Meperidine HCl Injection Solution 50 MG/ML	28	313
Demerol Injection Solution 50 MG/ML	14	190
Estazolam Oral Tablet 2 MG	4	120
Grand Total	54	1313



# Thank You

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