

CASE STUDY

Building stronger protections against fraudulent use of patient assistance programs



A patient access case study

At the core of quality patient care is a singular goal: Help patients gain access to the medicines they need. At Fortrea, we are proud to offer many solutions that improve access to care, from reducing barriers such as distance to healthcare facilities to enhancing financial assistance with payment reimbursement services such as Hub and the Patient Assistance Program (PAP). Ensuring these services are leveraged appropriately is crucial to providing seamless care, so when recent evidence revealed fraudulent use of Hub and PAP for hepatitis C virus (HCV) and human immunodeficiency virus, we were ready to take action.

Identifying fraudulent use of patient medication

By analyzing state-specific PAP trends, our team discovered that in early 2020, some patients enrolled in PAP were not receiving their medication. Additionally, these patients did not need to be on therapy. Further investigation determined that several healthcare providers had utilized an online support tool to access a patient's retail pharmacy card and obtain medication for in-house use rather than for patient provision.

We took immediate steps to rectify the situation. Our multistep strategy included:

- Prompt notification of our client, with whom we have a successful 12-year relationship
- Collaboration with an external vendor to suspend fraudulent providers, preventing their ability to enroll patients via the online support tool
- Internal creation of an artificial intelligence (AI) dashboard. This dashboard highlights anomalies in enrollment activity that may indicate possible fraudulent use. When anomalies are detected, agents must still conduct thorough research on the service requests in question to validate the suspicious activities

KEY TAKEAWAYS

Noticed a discrepancy in state-specific Patient Assistance Program trends that led to identification of fraudulent use

Designed an artificial intelligence dashboard to detect anomalies and protect against future fraud

Enhanced client's ability to detect inappropriate use of online support tool


- Weekly fraudulent provider reports that included data to show all suspended providers attempting to enroll patients or contact the program
- Close monitoring of provider activity to detect potential attempts at fraudulent use

Strengthening the quality of patient care as needed

Knowing when and how to remove inactive patients from PAP helps prevent their profiles from being used to access medication inappropriately. With our proactive approach, transparent communication and AI dashboard tool, we have empowered our team to better foresee and block potential fraud in PAP, directing patient care only to those who are in need of the program assistance.

Pleased with the results of our fraud detection, our client continues to rely on our strong working relationship to find the best solutions as situations arise. Together, we remain dedicated to improving health and improving lives with enhanced patient care for all.

Fortrea
Together, exceptional is possible

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