




## MedMetrics Health Partners Case Study

### Office of Vermont Health Access: Exceptional Bottom-Line Financial Performance

#### Client Profile



**VERMONT**  
The Office of Vermont Health Access (OVHA) is responsible for managing Vermont's publicly funded health insurance programs. OVHA's mission is to assist beneficiaries in accessing clinically appropriate health services, administer Vermont's public health insurance system efficiently and effectively and collaborate with other healthcare system entities to bring evidence-based practices to Vermont's 147,000 healthcare beneficiaries.

*"We have found the clinical support provided by MedMetrics to be exemplary. From their central resources and medical school affiliation, to their on-site clinical representation, the depth of knowledgeable resources and forward-thinking approach has helped to elevate our pharmacy program to a new level, ensuring that our State's beneficiaries have access to the highest of value in pharmaceutical care."*

*Ann Rugg, Deputy Director,  
Office of Vermont Health Access*

100 Century Drive  
Worcester, MA 01606  
800-644-4079  
Fax - 508-421-8922  
[www.medmetricshp.com](http://www.medmetricshp.com)

#### Objectives

Charged with reining in rapidly rising costs of prescriptions provided to Medicaid recipients and seniors eligible for Medicare Part D drug coverage, OVHA sought a new PBM partner that could provide a solid regional presence, superior clinical programs and extensive knowledge of and experience in publicly funded drug benefit programs. In addition, the state needed to ensure a smooth and orderly transition from the previous PBM provider.

#### Solution

- **Seamless Transition** — MedMetrics successfully transitioned all of OVHA's drug beneficiaries. Despite the complexity of the program, patients experienced virtually no service disruption.
- **Supporting Medicare Part D Dual-Eligibles** — Soon after the cutover, MedMetrics worked with OVHA to reconfigure systems and begin processing claims for dual-eligible OVHA members until Medicare Part D administrative issues were completely resolved.
- **Support for SSDC** — MedMetrics supported OVHA's participation in the Sovereign States Drug Consortium (SSDC), carefully evaluating and advising the state about new supplemental rebate opportunities, managing preferred drug list (PDL) revisions and overseeing contracts and rebates processing.

#### Results

To support OVHA's Drug Utilization Review (DUR) board, MedMetrics capitalized on clinical resources through its affiliation with the University of Massachusetts Medical School. MedMetrics delivered more evidence-based, academically-driven new drug reviews and drug class evaluations.

Within two years, MedMetrics helped OVHA refine all clinical protocols and expanded the state's PDL by more than 12 additional therapeutic categories. MedMetrics also expanded OVHA's existing prospective and retrospective DUR programs to enhance consistency with the latest clinical data, national guidelines and best practices. MedMetrics also introduced:

- **Numerous innovative step-therapy protocols**
- **An expanded dispensing limit program**
- **New dosage consolidation protocols**
- **OTC promotional activities**
- **Injectable drug management strategies**

Working collaboratively with OVHA and other SSDC member states, MedMetrics demonstrated significant:

- **Growth in OVHA's supplemental rebate program**
- **Increases in the state's overall generic utilization rate**

Presently, OVHA's annual PMPM\$ trend across its various pharmacy benefit programs is netting out to less than 5 percent, well below national Medicaid trending figures.