



**4. Describe the specific activities that your firm completed (not that of the client) in the design, implementation, operation and maintenance of the PDP. Include the specific activities completed by your firm for each of the following aspects of this client's PDP:**

**a. Initial design of the PDP program.**

**b. Identification of therapeutic categories for inclusion in the PDP.**

**c. Selection of criteria to be applied for the review and approval of non-preferred drugs.**

**d. Negotiation of supplemental rebates with manufacturers.**

**e. Describe the specific prior authorization process used for the PDP.**

**f. Operation of a call center or other process for review of prior authorization. Include all current operation and workload statistics, such as:**

- 1) Number of prior authorization requests handled per month.**
- 2) Most recent monthly average time for phone response (average waiting time for caller to access the call line).**
- 3) Most recent monthly average time for resolution of prior authorization requests.**
- 4) Denial rate for prior authorization requests.**

**g. Fair hearing process for denials.**

**h. Building and implementing a reporting system.**

**5. Does your firm also operate the claims processing function for this client, or has your firm responsible for interfacing your PA reporting system with a separate contractor for claims processing? Describe the interface, and your role in establishing and operating the interface.**

**6. Describe the reporting process provided for this client.**

**7. Describe the internet functions which are maintained by your firm for this client.**

**8. What is the overall cost savings achieved to date (as a percentage of total drug costs) for this client?**

**9. Quantify the impact of the PDP on changes in prescribing practices and patient access.**