

# INTRODUCING

The logo for PAHub features a stylized 'P' on the left, composed of three overlapping curved shapes in blue, yellow, and light blue. To the right of the 'P' is the word 'AHub' in a bold, dark blue sans-serif font. A small 'TM' trademark symbol is positioned to the upper right of the 'b'.

from Agadia

Prior Authorization software uniquely designed to maximize operational and clinical efficiencies.

PAHub™ facilitates prior authorization administration and management of:

- **Prescription Drugs**
- **Medical Services**
- **Durable Medical Equipment**

**Agadia**  
A Prithvi Company

## Overview

What is PAHub™?	3
What are the benefits and features of PAHub™?	3

## Value

Operational	4-5
Clinical	6
Quality Improvement	6

## Capabilities

Review Management	7
Doctor Portal Integration	7
Forms Management	8
Integrated Drug Databases	9
Integrated Faxing Capability	10
Clinical Criteria Management	11
Integrated Notification Letters	12
Appeals Management	13
Reporting & Audit Support	14
Enterprise System Integration	14



## What is PAHub™?

PAHub™ is a Web-based, feature-rich, patent-pending software solution that simplifies and automates end-to-end prior authorization management of healthcare services.

## What are the benefits of PAHub™?

- End-to-end automation of prior authorization management
- Reduced administration costs
- Elimination of manual and paper-based processes
- Integration with enterprise proprietary systems
- Customization for clinical, administrative, client-specific, and regulatory requirements
- Ensured regulatory compliance
- Improved efficiency
- NO software to install and maintain

## What are the features of PAHub™?

- Comprehensive prior authorization request management
- Physician portal enabling doctors to complete requests online
- Integrated faxing capability—inbound and outbound
- Fully configurable plan and benefit structures
- Online reporting—operational, statistical, and audit reports
- Totally customizable clinical and nonclinical criteria
- Dynamic MS Word template-based notifications/communications
- Configurable workflow routing for operational and regulatory requirements
- Integrated drug databases (FDB and Medi-Span)
- Web services for integration with enterprise systems

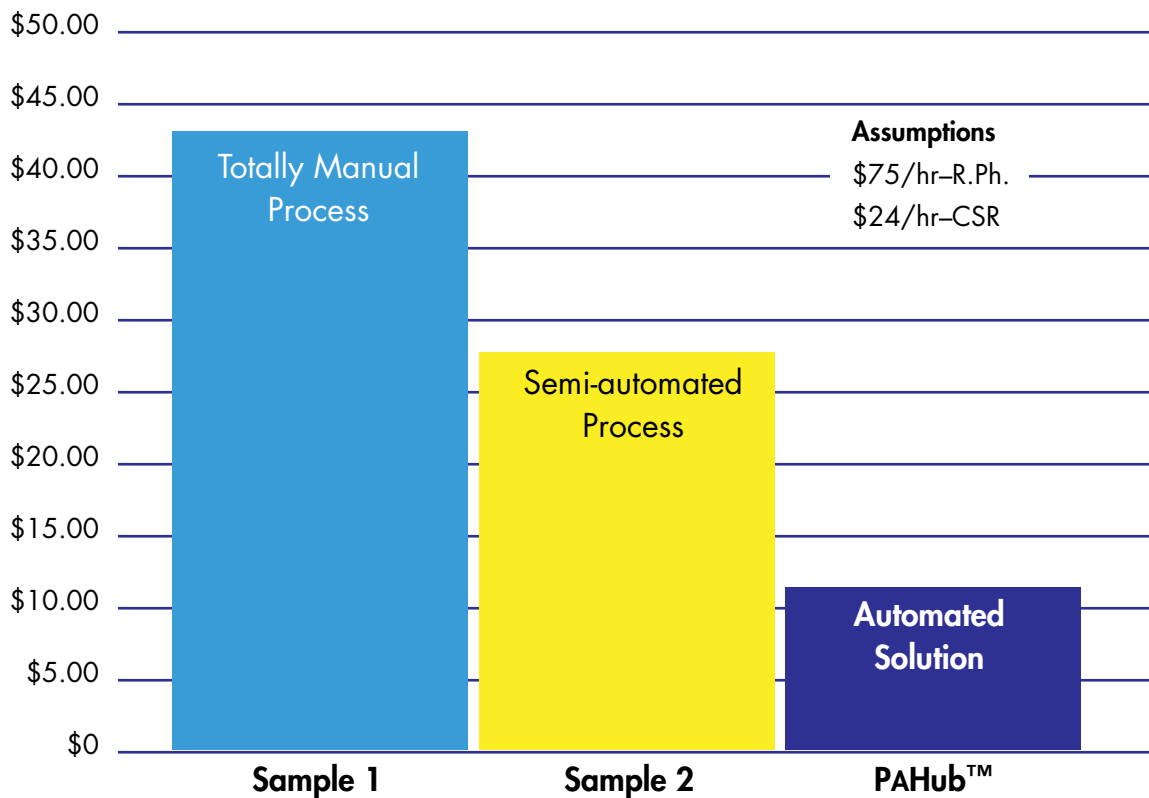


The feature-rich PAHub™ application has all of the necessary components to provide a scalable, flexible, and cost-effective solution for managing prior authorizations. The following are some of the key benefits of our offering.

## Operational

1. Conversion to PAHub™ with your current process will help you realize productivity gains of at least 133%.
2. In addition, our integrated faxing capability can drastically reduce the labor required and expense incurred by the current phone and fax based process.
3. Example: Increased productivity of resources comparing Sample #1 (a totally manual process) with Sample #2 (a semi-automated process) versus the PAHub™ automated solution (see Figure 1).

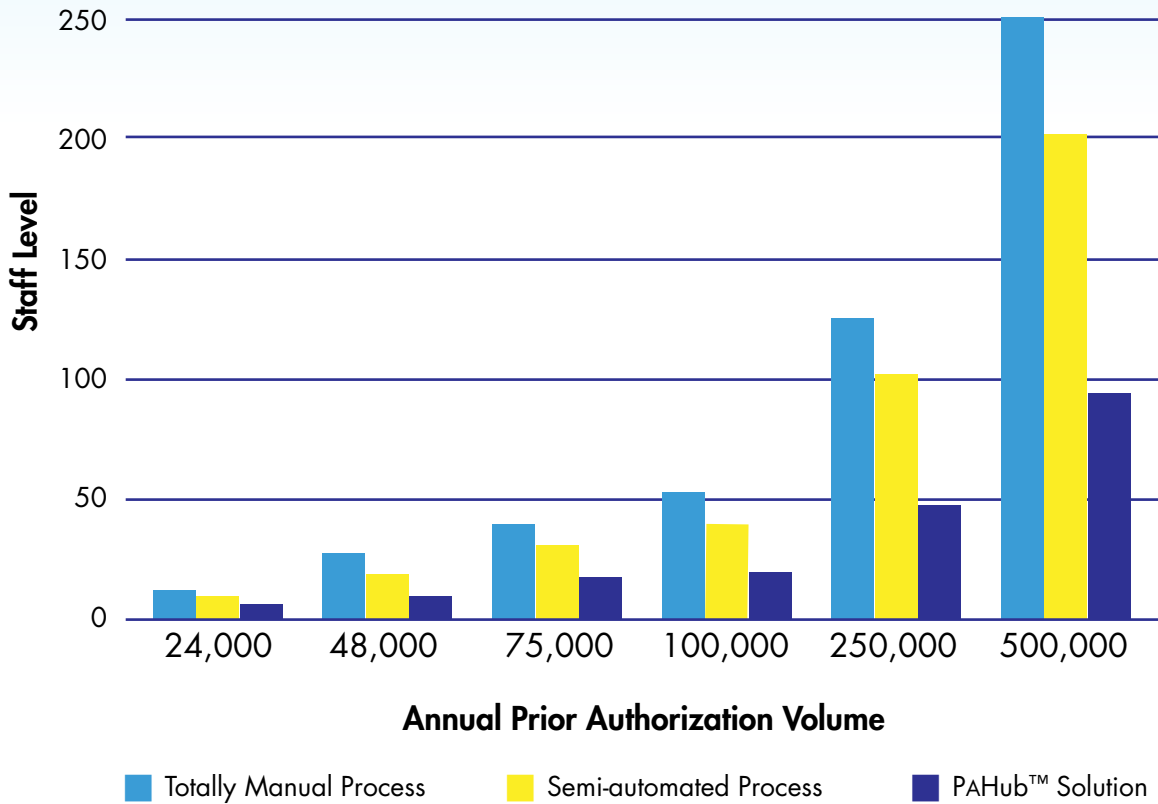
**Figure 1: Sample Labor Costs per Authorization**



In addition, removal of the administrative “bottleneck” allows you to offer a broader range of authorization programs, increasing revenue while adding more value to your clients by keeping costs under control and aligned with usage (See Figure 2).



**Figure 2: Staff Level vs Volume Estimates**



4. Software as a Service—PAHub™ is available on demand and offers the following benefits to our clients:
  - Lower costs that are aligned with usage and support growth in a cost-effective manner
  - Minimal up-front expense, rapid implementation, and time to value, plus reduced risk
  - Savings in IT administrative and hardware costs (as opposed to building something internally)
  - More time to focus your internal resources on your core business goals
5. Advanced workflow rules and electronic queues enable optimal utilization by pharmacists and medical directors.
6. Technicians do not need additional training to meet client- and program-specific requirements as manual SOPs are eliminated.



## Clinical

1. The automated decision rules engine enables your department to provide consistent decisions across the user base irrespective of the complexity of the clinical criteria.
2. Easily implement new clinical guidelines without any impact to current operations.

## Quality Improvements

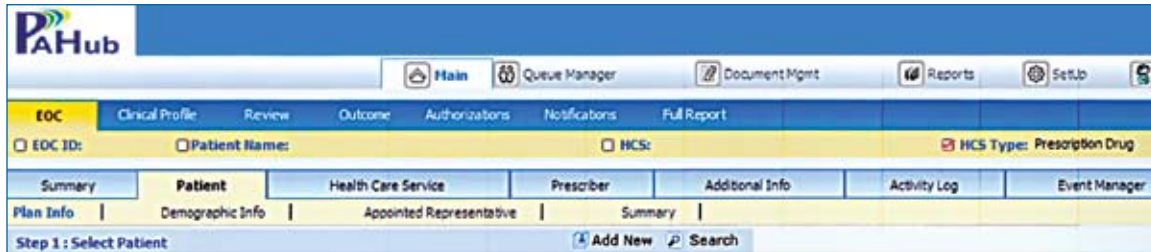
1. Physician and member access to PAHub™ enables:
  - Instant access and exchange of information
  - Additional cost savings for you and your customers with efficient, paperless processing
2. Faster and consistent decisions for improved provider and member satisfaction
3. Regulatory compliance with built-in rules and tools for auditing
4. In short—World-Class customer service



## Review Management

PAHub™ offers a complete prior authorization solution on your desktop. It eliminates the paper-based PA request process from initial intake to the final notification letters, electronically. PAHub™ enables you to easily and comprehensively handle authorizations for Medicare, Medicaid, and commercial lines of business.

This secure, Web-based application eliminates the hassles of software and infrastructure development and maintenance.



## Doctor Portal Integration

PAHub™ is integrated with our proprietary Doctor Portal which enables physicians to initiate and process authorization requests, initiate appeals with primary adverse determinations, check the status of requests, manage multiple practice locations and designate agents to act on their behalf.

Our patient-centric model enables physicians to process requests for all patients of enrolled Plan Sponsors without having to search for plan-specific information.

Link the portal to existing Web sites to provide value-added capabilities and use the portal to target your physician audience for program education and special messaging.



## Forms Management

With the dynamic form generation feature, users can generate drug/class-specific authorization request forms for distribution to providers and/or uploading to the corporate Web site. Also, future modifications to criteria will automatically update the authorization form without extra steps or additional work.

In addition, PAHub™ enables users to attach supporting documents such as lab reports and evidence documents to the authorization request.

**Supporting Documents** Attach List All

**Preview fax** Open in new window

The fax will be sent to Dr. Smith at fax number: 973-540-8440

Send Fax

**PRIOR AUTHORIZATION REQUEST FORM**

**PaHub™** Antidepressants

AGADIA-VV3 manages the pharmacy drug benefit for your patient. Your patient's benefit plan requires that we review certain requests for coverage with the prescribing physician. Please answer the following questions and fax this form to the number listed below.

Phone: 453-453-4535 FAX FORM TO: 8882481672 EOC ID: 1264

<b>Patient Name:</b> Lydia M Johnson	<b>Step 1:</b>
<b>Member Number:</b> M001	<input type="radio"/> Attach to an existing EOC <input type="radio"/> Create new EOC
<b>Date of Birth:</b> 12/20/1980	<b>Image Manipulation</b>
<b>Group Number:</b>	Select option to rotate or split page(s):
<b>Address:</b> 1719 Rt 10, Suite 219	<input type="radio"/> Rotation <input type="radio"/> Split

**Preview Fax:** Open in new window

**Medication Prior Authorization Request Form**

*\*Your request cannot be processed without complete information that includes a provider specialty and address\**

<b>Member Name:</b>	<b>Provider name:</b>
<b>Member ID:</b>	<b>Address:</b>
<b>Address:</b>	<b>Phone:</b>
<b>Phone:</b>	<b>Fax:</b>
<b>Date of Birth:</b>	<b>Specialty:</b>

CAPABILITIES



## Integrated Drug Databases

PAHub™ has drug markers and identification data, from both First Data Bank and Medi-Span, integrated within the features of the application. There is no need to upload drug files or worry about keeping up with the latest updates.

**Add / Edit Drug Details** Add New List All

**Edit Drug Details** X

Drug Name :

Include this drug only

NDC:

Include this GCN only

GCN:

Use FDB Codifiers

STC:  \* [Description](#)

HICL:  \* [Description](#)  All HICLs under STC

Strength:  \* [Description](#)  All Strengths

Dosage Form:  \* [Description](#)  All Dosage Forms

Route:  \* [Description](#)  All Routes of Administration

Use Medispan Codifiers

GPI:

Drug Group:  \* [Description](#)

Drug Class:  \* [Description](#)  Entire Drug Class

Drug Subclass:  \* [Description](#)  Entire Drug Subclass

Drug Name:  \* [Description](#)  Entire Drug Name

Drug Name Ext:  \* [Description](#)  Entire Drug Name

CAPABILITIES



## Integrated Faxing Capability

PAHub™ automatically generates and fills in the physician authorization fax form with patient, drug, and physician data. Users can fax the request to the provider from within the application. The need to “toggle” to another application or walk to a fax machine is eliminated.

Advanced technology faxes returned from the provider are automatically linked to the PA request that generated the form, making the fax image available within the request.

In addition, users can easily manage unsolicited faxes and legacy fax forms to create new requests or process existing requests.

The screenshot displays the PAHub application interface. At the top, there is a 'Supporting Documents' section with 'Attach' and 'List All' buttons. Below this is a 'Preview fax' section with an 'Open in new window' button. The main content area shows a preview of a fax form titled 'PRIOR AUTHORIZATION REQUEST FORM' for 'Antidepressants'. The form includes the PAHub logo, a QR code, and instructions from AGADIA-VV3. It lists the phone number 453-453-4535, the fax form to number 8882481672, and EOC ID 1264. A table at the bottom contains patient and physician details.

Patient Name: Lydia M Johnson	Physician Name: Dr Smith
Member Number: M001	Fax: 973-540-8440
Date of Birth: 12/20/1980	Phone: 973-540-8400
Group Number:	Prescriber ID: D123456
Address: 1719 Rt 10, Suite 219	Address: 30 RT 23 East.

CAPABILITIES



## Clinical Criteria Management

PAHub™ authorization criteria is 100% configurable by the users, enabling users to easily handle multiple “standard” and/or “custom” client criteria. Both clinical and administrative reviews and the associated criteria questions can be processed through the application.

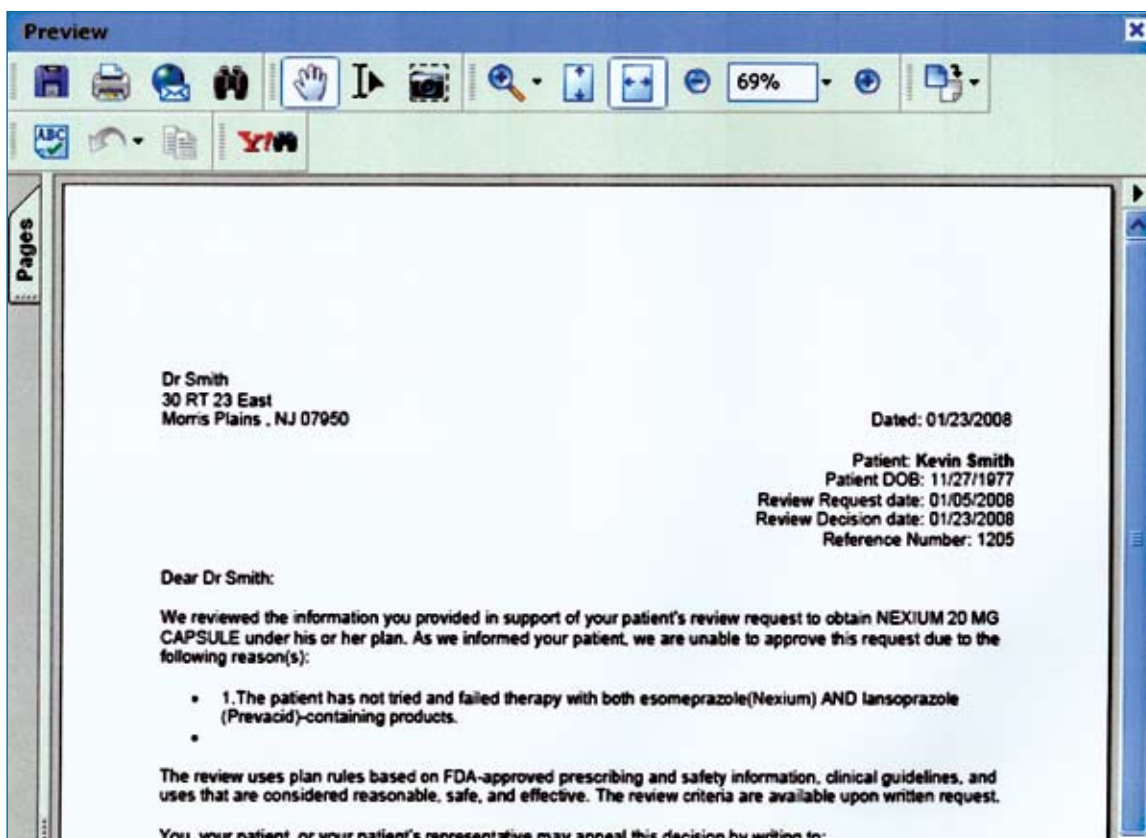
Users can configure rules for automated system-driven decisions—approvals, partial approvals, denials—always retaining override capability to address special situations.

Console	Rules	Client Linking	Explanation Linking
Console	Questions	Decision Criteria	
<b>Select Rule</b>			List All
Click on List All and select the Rule for which you wish to add/edit questions			
Product Name:	<b>Proton Pump Inhibitors</b>		
Rule ID:	<b>100</b>		
Event Type:	<b>Default</b>		
Edit Type:	<b>Default</b>		
<b>Questions</b>			Add New
<b>Add/Edit Question</b>			
Copy Existing	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Display Text:	<input type="text" value="What is the diagnosis for the drug requested?"/>		

CAPABILITIES

## Integrated Notification Letters

Notification letter templates are 100% configurable by users and can accommodate client logos, state-specific notification requirements, signatures, and data elements from the prior authorization request. PAHub™ offers the flexibility to interface with your fulfillment vendors.



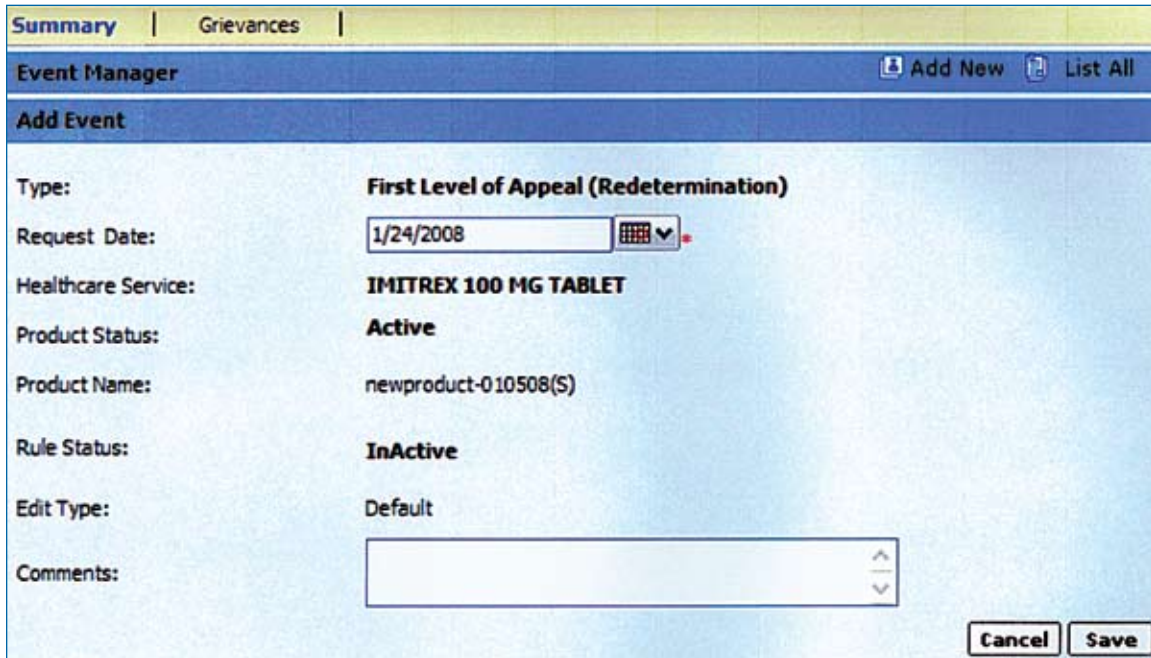
CAPABILITIES



## Appeals Management

PAHub™ offers the ability to accommodate many levels of appeal and appeal-level criteria questions as well as decision configurations, which can be unique based on the level of appeal.

Easily administer renewals or reauthorizations using yet another unique set of criteria questions and decision configurations.



The screenshot displays the 'Event Manager' interface with a navigation bar containing 'Summary' and 'Grievances'. The main area is titled 'Add Event' and contains the following fields:

Type:	<b>First Level of Appeal (Redetermination)</b>
Request Date:	1/24/2008
Healthcare Service:	<b>IMITREX 100 MG TABLET</b>
Product Status:	<b>Active</b>
Product Name:	newproduct-010508(S)
Rule Status:	<b>InActive</b>
Edit Type:	Default
Comments:	<input type="text"/>

Buttons for 'Cancel' and 'Save' are located at the bottom right of the form.

CAPABILITIES



## Reporting & Audit Support

Generate reports to manage daily operations and workflow, comply with regulatory requirements, or support internal, client, or external agency audits.

The entire authorization process is documented in our comprehensive audit logs and available both within the request itself or via our patent-pending "Full Report" feature.

View Reports			List All
Report Name	Template	Scheduled Date	
Denials-012308	All Denials	01/23/2008 4:27PM	
Report Parameters			
Start Date between 01/01/2008 and 01/23/2008			
Completion Date		Status	
01/23/2008 4:27PM		<a href="#">Download</a>	
Report Name	Template	Scheduled Date	
Approvals-011608	All Approvals	01/16/2008 4:48PM	
Report Parameters			
Start Date between 01/01/2008 and 01/16/2008			
Completion Date		Status	
01/16/2008 4:48PM		<a href="#">Download</a>	
Report Name	Template	Scheduled Date	
RPHTotals.011608	RPh Signoff Totals By User	01/16/2008 4:47PM	
Report Parameters			

## Enterprise System Integration

PAHub™ supports either real-time or batch interfaces with enterprise source data, such as eligibility, provider information, claims history, point-of-sale authorization files, or presentation interfaces, such as member and physicians portals.

PAHub™ enables you to streamline the authorization process even more by supporting real-time Web-service access to enterprise data stores.





## About Us

### Mission

Improve quality of care and expedite the delivery of critical healthcare services by advancing and automating the utilization management process.

### Corporate

Agadia is a subsidiary of Prithvi Information Solutions, a global provider of enterprise solutions and services. Headquartered in Pittsburgh, Pennsylvania, and with offices worldwide, Prithvi is ranked in the top five IT solutions companies in India. Prithvi is publicly traded on the Bombay Stock Exchange and the National Stock Exchange of India (symbol: PRITHVI).

With experience in pharmacy benefits and management (PBM) and specializing in PBM products, systems, and operations, Agadia is uniquely positioned to lead the way in delivering membership value and high quality patient care.

**For pricing information or to schedule a demonstration,  
please call (877) 575-2533**



[www.pahub.com](http://www.pahub.com)