

Data Reporting Project for a Biopharmaceutical Company

Clarkston partnered with a biopharmaceutical company that treats rare disease to identify misuse of the company's copay assistance program. The team identified opportunities for improvement in both data preparation and data reporting methods. The team delivered a new pipeline that increased data reliability and minimized manual effort toward data cleaning, as well as a reporting dashboard with custom filtering abilities that allow for dynamic data exploration.

Clarkston collaborated with the company's senior leadership to achieve this process improvement with efficient application of vast, interdependent requirements across multiple sources of data. The team developed a pipeline to ingest, join, and filter data for reporting with no manual effort required. Clarkston also provided a reporting dashboard designed to quickly identify which payers displayed behaviors indicative of misusing the copay assistance program and allow for continuous monitoring of payers' behaviors for signs of improvement after intervention.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY:



Medical Drug /
Biopharmaceutical

PRODUCTS AND SERVICES :



Rare Diseases

PRIMARY OBJECTIVES:

- Identify payers displaying behaviors associated with improper use of company's copay assistance program
- Improve efficiency and clarity of data preparation procedures
- Provide historic and current report of payers' behaviors to identify changes (or lack thereof) after intervention
- Reduce manual effort by senior leadership for automatable tasks

RESOLUTION:

- Worked with senior leadership to translate payer behaviors into technical reportable metrics
- Applied complex joining and filtering methods to multiple datasets to reflect critical business rules
- Developed a new pipeline to fully automate data processing activities
- Created report with comprehensive overview of claims and payment behaviors

KEY BENEFITS:

- Delivered report on claims and payment behaviors, which highlight those associated with improper use of company's copay assistance program
- Created production processes to allow multiple data sources to be combined and filtered to adhere to critical business rules, eliminating the manual effort previously required by senior leadership
- Increased organizational accessibility to information about payers who require intervention to reduce misuse of company's copay assistance program



KPIs

- **One half-day per week of manual effort replaced by fully automated data processing**
- **Identified \$13M of annual misuse of copay assistance program across 404 different pharmacies**
- **Identified top 15 priority pharmacies responsible collectively for \$4.9M to focus intervention efforts**

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