

AUDIT PROCESS

1

CONTRACT REVIEW AND BENEFIT DETERMINATION

Caribou auditors dissect PBM contracts and client benefits to determine audit criteria. During this process, our team works closely with both the PBM and the client's benefit group at the directive of client.

2

CODE BENEFIT AND REPORTING RULES

Once all audit criteria is confirmed, auditors translate and load contract and benefit rules into the CRx system.

3

EXECUTE AUDIT

The claim file is loaded, and the audit is run.

4

OUTPUT ANALYSIS

A detailed analysis of outlier claims associated with the benefit review and specialty drug repricing identifies potential errors and processing irregularities. Auditors compare aggregate financial audit system results to PBM self-reported results to identify discrepancies.

5

PBM RECONCILIATION

Samples of potential errors for benefit and specialty repricing are sent to the PBM for review and research. Reconciliation of financial guarantees is pursued if PBM self-reported results do not align with auditors. Caribou's automated process involves a claim-by-claim comparison between PBM financial guarantee data and original paid claims to diagnose the root cause for the variance. The Reconciliation phase continues until all issues are addressed and there is agreement on the impact of confirmed errors.

6

FINAL REPORT

The final report contains detailed financial results, customized client utilization reporting and a summary of confirmed errors outlining action items and opportunities for contract improvements.