

May 3, 2023

To whom it may concern:

PharmPix, a Pharmacy Benefit Manager, serves health plans, PBMs, and plan sponsors nationwide. With its advanced OneArk™ Suite, PharmPix provides real-time claims processing, intuitive portals, pharmacy contracting, clinical consulting, medication management, and manufacturer rebate management. Since 2009, PharmPix has prioritized deep connections with beneficiaries and providers while optimizing costs in the ever-changing health insurance landscape.

From November 2022 to May 2023, PharmPix collaborated with the London Consulting Group to strategically develop and execute the "PACE" Project, targeting core business operations such as Account Management, Implementations & Benefits, Pharmacy Network, Call Center, Clinical, and Formulary. The PACE Project enhanced efficiency and productivity by emphasizing process optimization, workload balancing, and automation, driving exceptional results within PharmPix's evolving landscape.

Some of the key achievements of the project are:

- Reduced "Benefit configuration" lead time by 46% for low-Impact and 51% for medium-Impact benefits.
- Decreased Benefit Configuration penalties' financial impact by 97% YoY (Jan to Apr 2023).
- Achieved a 34% reduction in outsourced call center volume.
- Successfully decreased Rx and Pharmacy document audit closing time by 25%.
- Secured a significant 13.5% boost in productivity per FTE for clinical case determinations.
- Delivered a 27% reduction in closed cases marked as "denied information required."

Leveraging innovative digital solutions and the design of KPI dashboards were essential elements of this unique strategic approach, along with adopting the Microsoft Power Platform suite.

To facilitate the aforementioned outcomes, LCG's Change Management division played a pivotal role in supporting the organizational transformation. By cultivating synergies among departments, constructing a sponsorship coalition, and strategically deploying centralized mobilization plans to counteract resistance and mitigate obstacles.

Upon project completion, we successfully attained a compelling ROI of 0.78 to 1, with a projected annualized return of an impressive 3 to 1 ratio.

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Dr. Nury Toledo Nuñez  
Executive VP of PBM Services

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