



Pharmacy Benefits Management

Expertise in Healthcare Vertical

Digital Innovation Partner



4400+

Global Team Members

25+

IP Accelerators

1500+

Projects Delivered

170+

Clients (Long-term Relationships)



Backed by Capital Square Partners, TA Associates, True North and CPPI



US-headquartered Tech Services firm with 100% focus on Innovation & Product Engineering



Culture of Outcome, Transparency, Work-life Balance, Innovation & Lifelong Learning



HOW WE WORK?

Data at Heart

Accion Labs reimagines the possibilities for digital transformation from innovation to growth

Digital in Thinking

Scalability, manageability, robustness, and efficiency are always our top priorities

Innovation in Approach

Everything is planned to minute detail, ensuring high-quality deliveries to clients every time

INDUSTRY CERTIFIED

ISO

ISO

ISO

9001:2015

27001:2013

27701:2019

CMMI

PCI DSS

HIPAA

V2.0 Level 3

Compliant

Compliant



Fastest Growing Tech
Services Firm for 5 years in
a row. Organic Growth & 9
Capability-centered
acquisitions



Emerging Tech first approach - Al/GenAl Applications, investments in IP, Tooling and Innovation



Hands-on Management with Entrepreneurial, Engaged and Value-based Leadership Style

Global Presence and Business Overview





4400+

Global Team Members

23+

Global Delivery Locations

34+

Proprietary IPs Developed

41+

Centers of Excellence Driving Innovation

50+

GenAl Implementation Delivered

Microsoft credentials and awards



Microsoft Partner
Winner

2023 Partner of the Year
Analytics Award



Infrastructure







Introduction to our PBM services

Comprehensive PBM Services Overview



PBM Services

PBM Technology Solutions

Modernize adjudication platforms and products

Prescription Benefit Services

Streamline benefits and formulary management

Prescription Pharmacy Services

Optimize prior authorizations and savings programs

Clinical Excellence Solutions

Testing as a Service (TaaS) and operational excellence

PBM Transformation Hub

Modernize adjudication platforms and products

GenAl in PBM

KAPS, BizBrain, and GenAl in a Box - Frameworks for accelerating Al adoption in PBM

OUR ACCELERATORS





Digital Source of Truth

PBM Migration 360 Suite

Automated Claim Surveillance

Engineering

4400+

Global Team Members

250+

Certified Healthcare Experts

+08

Projects Delivered

23

Global Delivery Centres



INDUSTRY CERTIFIED

ISO ISO ISO

9001:2015 27001:2013 27701:2019

CMMI PCI DSS HIPAA

V2.0 Level 3 Compliant Compliant

Key Differentiators



Business Challen	g	es
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Ensuring data accuracy Maintain minimum user aberration Migration cost Time to market

Manul data collection process
Unaudited data change management
Difficult to consume for downstream
processes

Time availability constraints Huge audit and certification scenarios

Availability of PBM testing SMEs High PGs and missing SLAs
Lower quality index (Client Dissatisfaction)

Delayed go to market products and strategies IT team upskilling

Accion Solutions

PBM Migration

Digital Benefits Management

Audit & Certification

TaaS

PBM IT & Consulting Services

Value Proposition

Migration accelerators (Automation) Increase migration efficiency by 60% Cost savings by 40% - 50%

Single source of truth 100% transparency and auditable

100% accuracy validation Automation in execution and comparison

Time tested PBM experts with fast onboarding model Automation tools

Expertise in advanced technologies & PBM High-precision, quality-focused delivery

Our Speciality



Digital Pharmacy
Benefits Management

- Single Source of Truth
- Requirement digitalization and standardization
- Change and version control
- Generate SBC (Summary of Benefit and Configuration)
- Integration ready

Claim
Surveillance

- Real-time automated production claims monitoring
- Auto validation of millions of claims against benefit and formulary
- Reporting valuable insights from production claims. 99.8% of paid claims auto-validated while 92% of reject claims validated
- Root Cause Analysis

Claim Certification

- Validating all NPI
- Identifying member abruption by simulating member experience
- Volume testing (testing all historical claims)
- Real UAT
- Enhanced Testing Coverage
- Compare Claim Behavior

Value Proposition



Unified Application Experience

A single application consolidating Membership, Eligibility, Benefits, and Claims information for easy access

Downstream Automations

Automating post-approval processes to ensure accuracy, reduce manual effort, and accelerate operational workflows.

Seamless IVR Integration

Integrated with Interactive Voice Response (IVR) systems for efficient customer interaction

Voice-enabled Agentic AI Support

Voice-driven Agentic AI capabilities to assist agents by automating tasks, driving efficiency, and improving service quality

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Optimized Agent Workflows

Designed with a robust and flexible customer service agent workflow to enhance productivity

Al-powered Knowledge Assistant

Generative AI chatbot enabling advanced knowledge search and support

Enterprise-grade Security

Managed through Entra AD with support for multiple security providers, ensuring secure access control

PBM Tools ROI



Goals

Actions

Benefits & Outcomes Digital Pharmacy Benefits

Management

Data Integrity

Identify Non-Compliance

Regulatory & Compliance

Claim Certification

High Productivity

Faster Benefits Turnaround (Reduced cost)

Pre-Go-Live Certification

Continuous Verification of claims against

Triage and Issue Assignment Process

Auto-analysis and Report on various

Certification Testing

Claim Surveillance

Preemptive Problem Detection

Claims Response Time

Continuous monitoring of Claims outcome

Certification Testing

- Production Claims Compare
- Defect Prediction
- Benefits Compare Current vs Predicted
- Post Go-Live Monitoring

Benefit Accuracy

- Digitalized Benefits
- Data Validation Rules
- Audit and Approval
- Compare and Change History
- Integration with CRM and PBM
- Validation of the Health Plan Coding

Management Reports

old PBM

Reject Codes

Audit Deliverables & Outcomes



Smooth and successful transformation



Significant reduction in PGs exposure



Reduced risk against contract breach

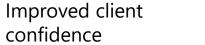


Meet 100% SLAs

Extended Benefits



Enhanced member experience





Client stickiness and Renewal without RFP



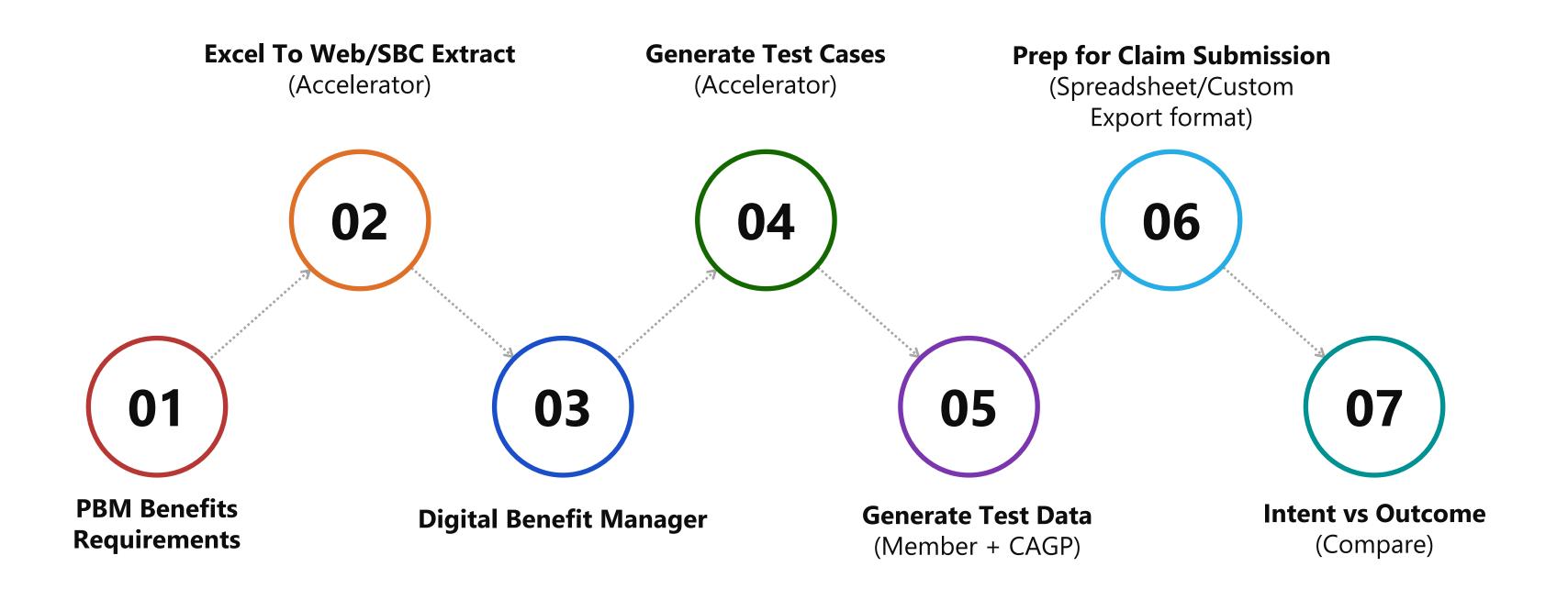
Increase market share by 30%

What We Achieve?

- ContractualObligations
- Compliance & RegulatoryCertifications
- Client and Market Perception
- SystemPerformanceScore@ 99.9%
- Accuracy Score Index of 100%
- Lower Risk &Seamless Go-Live

PBM Migrations – Our Specialty









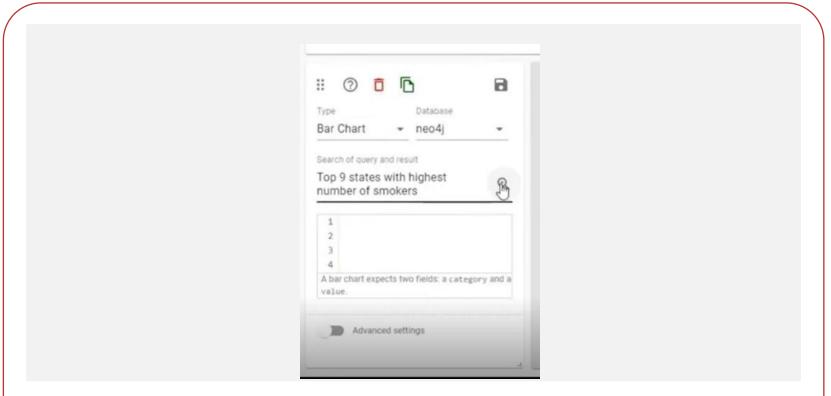
Healthcare Case Studies (1/7)





Self Service Dashboards

Generates reports and dashboards on the fly through natural language queries without need of any development activities.



Healthcare Policy Data Dashboards

We revolutionized the way how UN member countries derive their health policies based on historical data. Defining health policies requires conducting various studies on large data points from different perspectives. Our solution allows policy makers to build dashboards on the fly to support their studies without technical help or licensed BI tools.

Healthcare Case Studies (2/7)



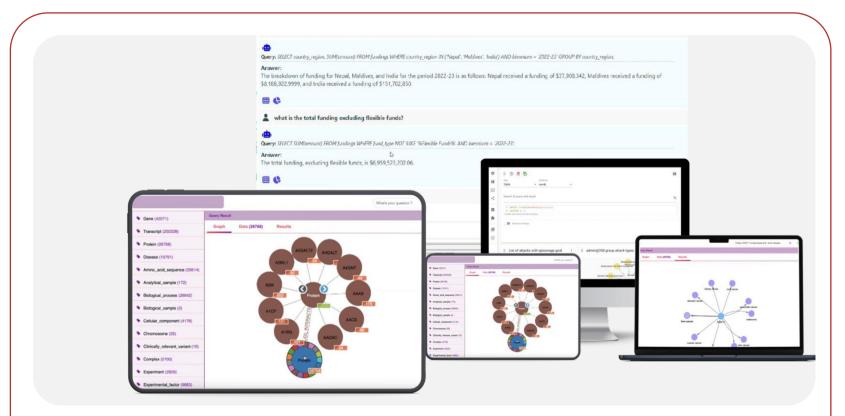
Data Bots

Enables interactions with data in natural language.

Ensures data security by not sharing business data with LLMs.

World Health Data Catalog

Intelligent Data Analytics transformed data retrieval for a global health agency, simplifying access to relevant information for 52 departments and 1000+ health topics. The streamlined process saves valuable time and improves efficiency across the organization.



Drug Repurposing

We revolutionized drug repurposing for a leading biopharma company. Intelligent Data Analytics platform accepts natural language queries, translating them into technical queries and presenting relevant data in analytical dashboards. This streamlined approach saves time, removes technical barriers, and boosts scientists' efficiency in the process.

Healthcare Case Studies (3/7)

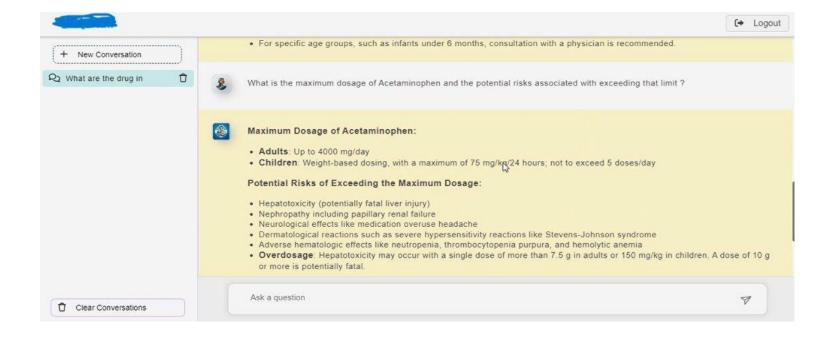


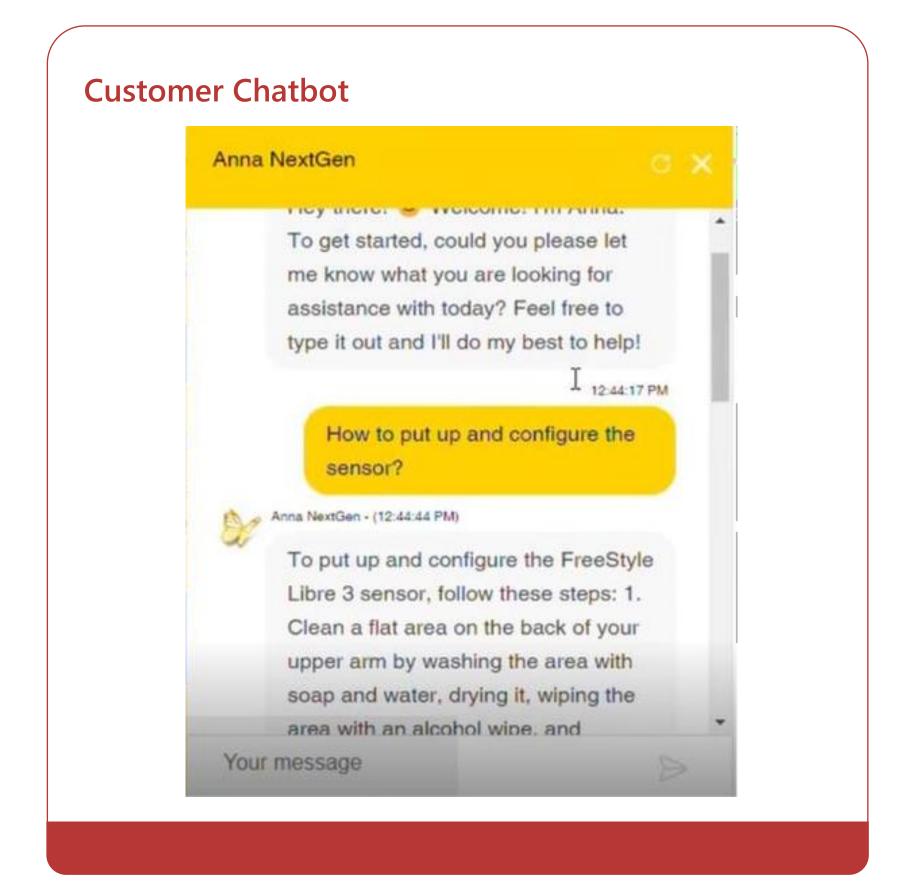
Knowledge Assistants

Enables interactions with your business knowledge.

Adds value to numerous business functions and processes that refer to business knowledge.

Pharmacist's Assistant





Healthcare Case Studies (4/7)



Cognitive Process Automation

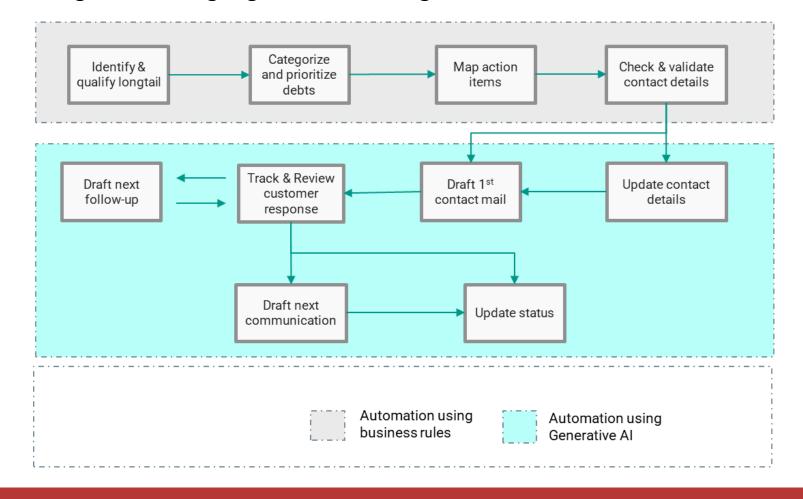
- Automates cognitive tasks
- Improves accuracy through automation
- Removes dependencies on skill availability

Recruitment: Candidate to Job Matching Process

We automated a time critical process of matching most suitable candidate profiles with open job descriptions for hot jobs. The matching must take place considering free text information available in a job post compared with unstructured candidate CV and structured profile available in database

Longtail Debt Collection Process

A corporate travel leader faced challenges with longtail open debts, leading to costly manual follow-ups. We automated their debt collection process with Cognitive Process Automation platform, which identifies, communicates, and follows up on longtail debts using natural language understanding.



Healthcare Case Studies (5/7)



Managed Services & Customer Support

- Ticket volume reduction
- Enhanced agent productivity
- Enhanced user experience
- Process optimization insights

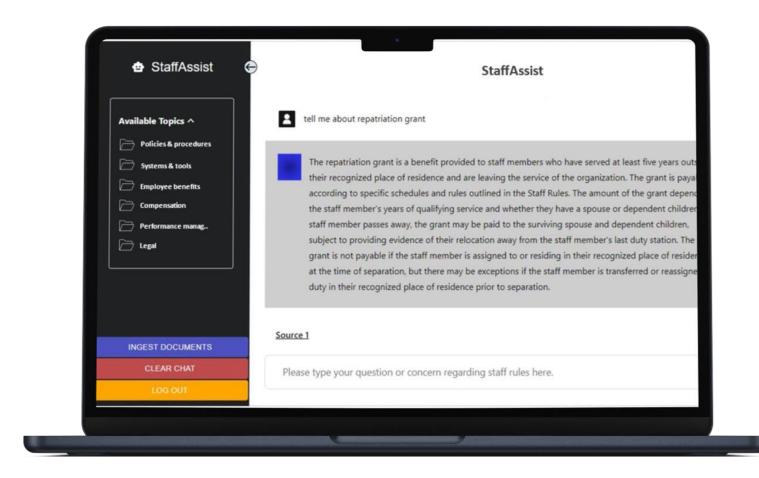
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Agent Assist Bot

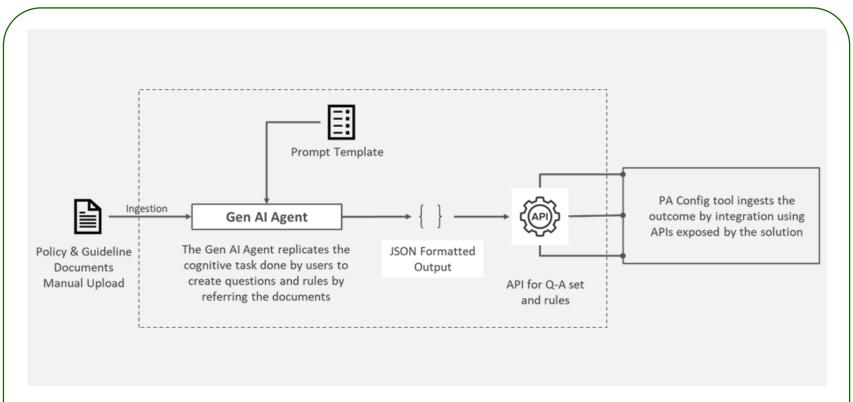
Self-heal Bot

We transformed support function for an 8000+ global workforce of a UN agency that focuses on world health. Our Self-heal bot, now the primary touchpoint for support requests, leverages a vast organizational knowledge base with contextual precision. This innovation has reduced ticket inflow to support teams by 38%.



Healthcare Case Studies (6/7)

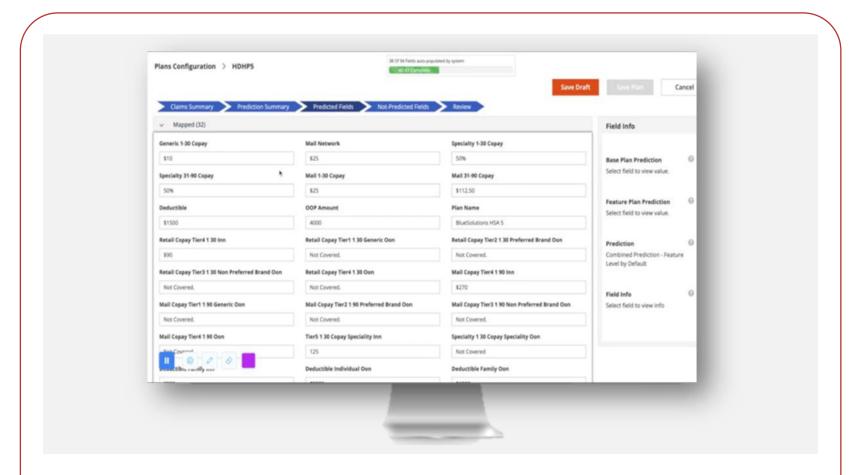




Dynamic Data Extractors

Extracts data from unstructured data sources and creates a formatted, structured outcome making the data immediately usable for business purposes.

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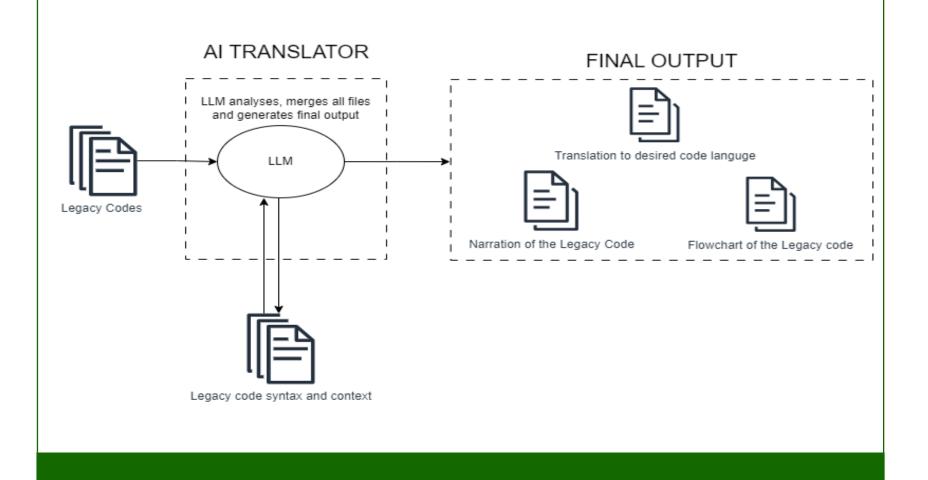
A leading PBM player was facing challenges due to extensive manual efforts of creating new plans based on extraction of comprehensive plan data from a multiple sources, including contracts, formularies, and benefit documents. We automated data extraction process using Generative AI agent that can read through various documents irrespective of formats and templates and build a new plan in destination system.

Healthcare Case Studies (7/7)

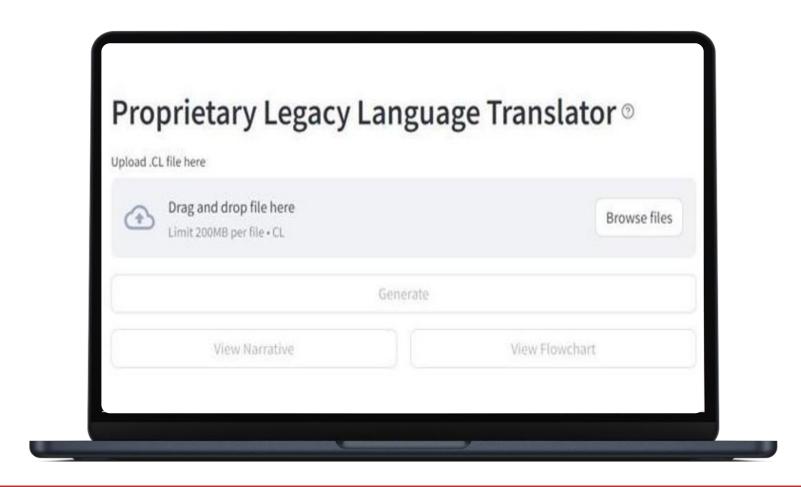


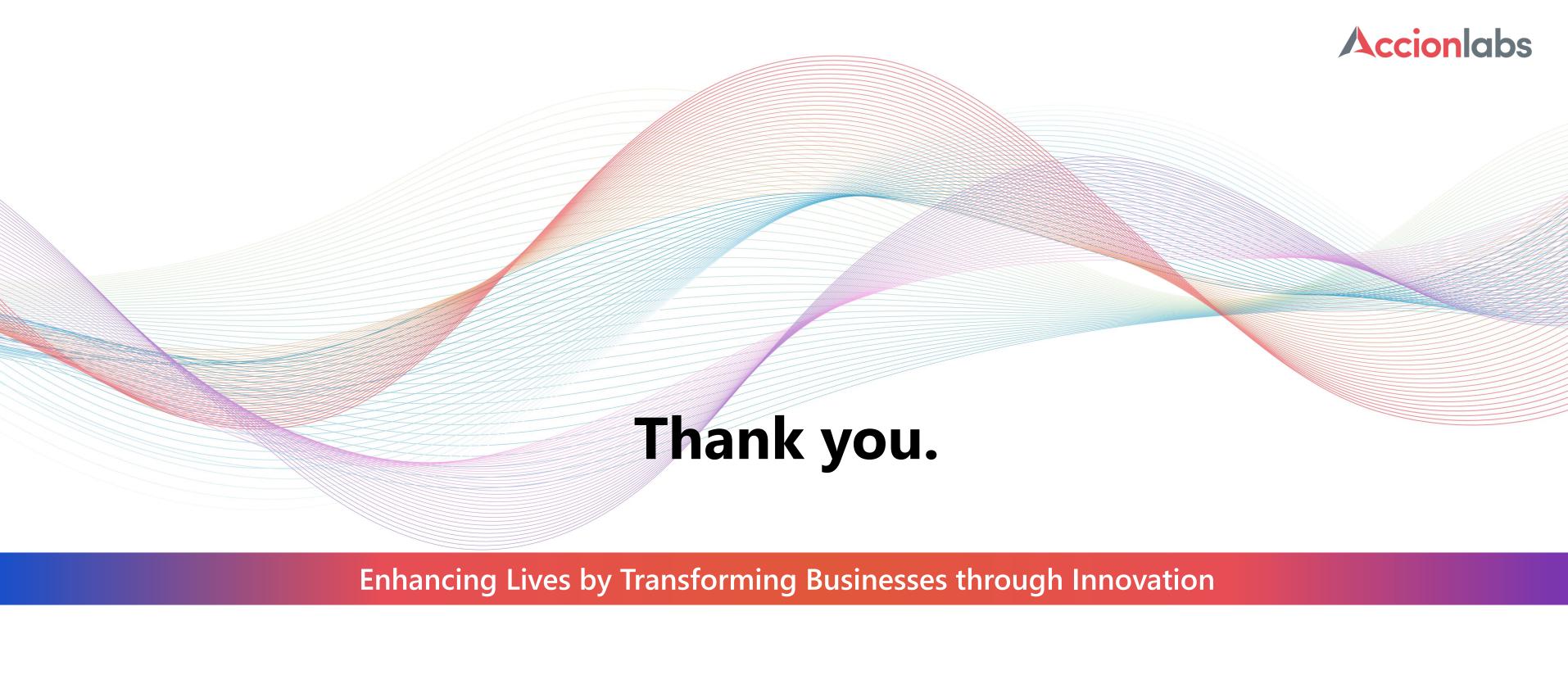
Codebase Migration Assistant

Proprietary Legacy Language Translator (PLLT) solution generates comprehensive narrations, visual flowcharts and translations for legacy code within minutes, saving exhaustive and lengthy manual efforts



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info@accionlabs.com



www.accionlabs.com









