## Inovalon

*Nominated by Melanie Phillips, Marketing & Events Manager, Inovalon*

### Innovative Service or Solution

ScriptMed®, Inovalon's highly configurable, interoperable, end-to-end specialty pharmacy application, eliminates the need for multiple solutions to process prescriptions.

Our software improves every step of the pharmacy workflow, from referral receipt to drug dispensing and ongoing care, as well as billing and collections, fulfillment, inventory management, patient and partner engagement, and more.

Our cloud-based SaaS solution supports more than just specialty pharmacies. We proudly serve:
- Patient access pharmacy hubs
- Specialty at retail
- Pharmaceutical manufacturers
- Wholesalers
- Free drug pharmacies
- Infusion pharmacies
- Hospital and health system pharmacies

Integrated into ScriptMed, Inovalon's DataStream delivers customizable access to the nation's largest primary source patient dataset, as well as longitudinally linked data across specialties to help inform care decisions. This provides a holistic view of the current state of the patient and insight into the most beneficial treatment plan, helping pharmacists take a proactive approach to closing gaps in care.

Inovalon's software empowers pharmacists to improve patient medication adherence and care outcomes, increase operational efficiency, decrease time to therapy, and reduce cost to serve by up to 17%. These comprehensive software capabilities make us a partner of choice; we work with 7 of the top 15 specialty pharmacies in the country.

### Service Excellence

Inovalon is committed to helping specialty pharmacies provide excellent care to the patients they serve. We understand the best way to do this is to design solutions to make their daily workflow easier and allow them to manage patients holistically in a single system. Our software makes it possible to spend less time on administrative tasks and more time connecting with patients.

Inovalon's SaaS solutions enable our customers to improve clinical performance with automated processing, real-time data exchange, and electronic decision support. If there is a change or update to documentation, it is communicated across the organization in real time to prevent delays or bottlenecks during processing. This dedication to efficiency improves productivity across the specialty pharmacy continuum. Our fully cloud-based infrastructure allows us to scale up or down to serve pharmacies of all sizes and provide exactly the level of support they need.

Powerful reporting capabilities enable specialty pharmacies to eliminate manual reporting and maintain compliance with regulatory and accreditation requirements. When everything happens seamlessly, patients start feeling better sooner, and clinicians can spend less time at the computer and more time on what matters most - caring for their patients.

## Specialty Pharmacy Business Model Acumen

Our software helps pharmacies systematically define, configure, initiate, track, and enable patient assessments and interventions to meet the unique demands of customers and patients. Benefit eligibility and billing functions are automated, allowing pharmacies to inform patients of out-of-pocket expenses upfront, providing a better patient experience.

We have also expanded our offerings to focus on the unique needs and requirements of infusion pharmacies. Seeing the continued growth of the infusion market, Inovalon didn't add more screens or solutions for pharmacies to reference. Instead, we started delivering the necessary technology to enable specialty pharmacies to expand their offerings within the same integrated solution they were already using.

Inovalon provides unrivaled bilateral API integrations where data is securely exchanged with healthcare stakeholders and patients. This functionality supports access to limited distribution drugs (LDDs) and preferred network contracts, along with providing a holistic patient view.

Growth and innovation have always been part of the Inovalon mindset. One pharmacy customer commented, "When we talk to payers and manufacturers, just the fact that we operate on [Inovalon software] gives us instant credibility. They know that we have the technology to meet their requirements and then some."

## Community Involvement

Corporate responsibility is at the heart of Inovalon's business. Inovalon remains committed to supporting the community in which it works and serves, including local and national charitable organizations that enrich the lives of our community members. We feel strongly that these commitments are a way of giving back and fulfilling our responsibility as a corporation, an industry leader, and as a community member.

These efforts are led by our Charitable Giving Committee. Inovalon team members and associates embody this committee, drive charitable initiatives and efforts, create new ways of giving back, and review and vote on organizations to support and partner with. As a result of our local outreach, Inovalon was the first corporate honoree recognized at the 2023 annual gala hosted by the Crohn's and Colitis Foundation of Western Pennsylvania. We have supported CCFA for the past 20 years through charitable donations as well as participation in their Take Steps event and annual gala.

In 2023, Inovalon supported more than 30 charities, including the American Red Cross, the American Diabetes Association, the Ronald McDonald House, as well as local food banks, shelters, and education programs.