



## HEALTHCARE SOLUTIONS: Newfoundland and Labrador Prescription Drug Program

### Real-time claims adjudication for the NLPDP

#### Background

The Newfoundland and Labrador Prescription Drug Program (NLPDP) assists in the purchase of prescription drugs by residents who qualify. **xwave** has supported the NLPDP since 1994, providing claims adjudication and related services in an automated batch environment. **xwave** was recently selected by the Department of Health and Community Services in a competitive process to provide and integrate a real-time claims processing solution that will further automate the NLPDP.

#### The need for automation

As part of its mandate to cover prescription-drug claims for residents who qualify, the Department of Health and Community Services—specifically its Pharmaceutical Services Division—must assess citizens' needs in a timely, accurate and cost-effective manner. The Division strives to serve citizens fairly and efficiently while controlling operational costs and

providing pharmacies with the assurance that beneficiaries' coverage information is correct when drugs are dispensed. With that in mind, the Division fulfills a mandate to:

- ensure drug-coverage decisions are evidence-based
- foster appropriate drug use
- support cost-effective therapy
- evaluate and report on program results

#### **xwave's real-time solution**

Working with the Division since 1994 to meet these goals, **xwave** is now integrating a real-time solution that will introduce next-generation claims adjudication: The solution will enable the Division to process and authorize claims as they are received, rather than manage them through large-volume 'batch processing'. The solution also incorporates features designed to improve reporting and analysis of claims information. Together these capabilities will help the Division streamline operations and control costs.

# Newfoundland and Labrador Prescription Drug Program

### Key features

- a modern, easy-to-maintain adjudication engine which supports all industry processes designed to protect the health of residents
- a robust reporting application that delivers all standard reports and enables ad hoc reporting
- a Business Intelligence (BI) solution that builds on the reporting capabilities to enhance data analysis
- interoperability with the Province's Health Information Network, which links pharmacists, doctors, hospitals, long-term care facilities, and health and community services across the Province
- a flexible architecture that will accommodate advances in technology and evolving industry standards, such as the current transition from the Canadian Pharmacists Association (CPhA) v3 e-claims standard to the National e-Claims Standard (NeCST)

### Solution partners

**xwave** is integrating the solution through a partnership with DeltaWare Systems Inc. and Triton Data. DeltaWare's Medigent software suite will comprise the solution's adjudication engine; Medigent is an established, leading product in claims-processing and supports related services for provincial and territorial

across Canada. DeltaWare will help customize and implement the software, and provide ongoing third-tier application support. Triton Data, also a partner on **xwave**'s Clinical Management System (CMS), is assisting in solution development and integration.



### About xwave

**xwave** is a leading systems integrator and longtime provider of healthcare-information systems in Canada. The organization draws from substantial consulting and healthcare practices, and one of Canada's most experienced Business Intelligence practices. **xwave**'s 1,500 professionals are located in offices across Canada, the U.S.

### Contact us

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*"Ultimately, the new system will enable the Department of Health and Community Services to implement new policies and programs for the NLPDP that will improve public health, improve service delivery, reduce unnecessary and inappropriate expenditures, and curtail rising costs."*

Tom Osborne  
Minister of Health and Community Services