

Key Points

- First- and second-year pharmacy students completed simulated insurance adjudication activities as a 20-minute station during weekly lab activities. A pre- and post-survey was completed to assess confidence and capability in resolving insurance issues, as in practice.
- Results demonstrated a significant impact on both student knowledge and confidence in resolving insurance rejections, with prominent themes of patient advocacy, communication, and positive improvements to health outcomes.

Objective

- To determine the impact of insurance adjudication activities on student's knowledge and confidence in first- and second-year skills lab courses.

Design



Figure 1: Summary of events

Methods

- Faculty created sets of insurance rejections and developed an insurance resolution lab workstation to simulate common problems encountered in practice. These were implemented in weekly lab series stations using Canvas™.
- Knowledge was assessed longitudinally by grade comparison.

Statistical Analysis:

- Two-sided Wilcoxon signed rank tests were utilized to evaluate survey data collected from first- and second-year students.
- A systematic thematic analysis was conducted on free-text reflections included on both surveys.

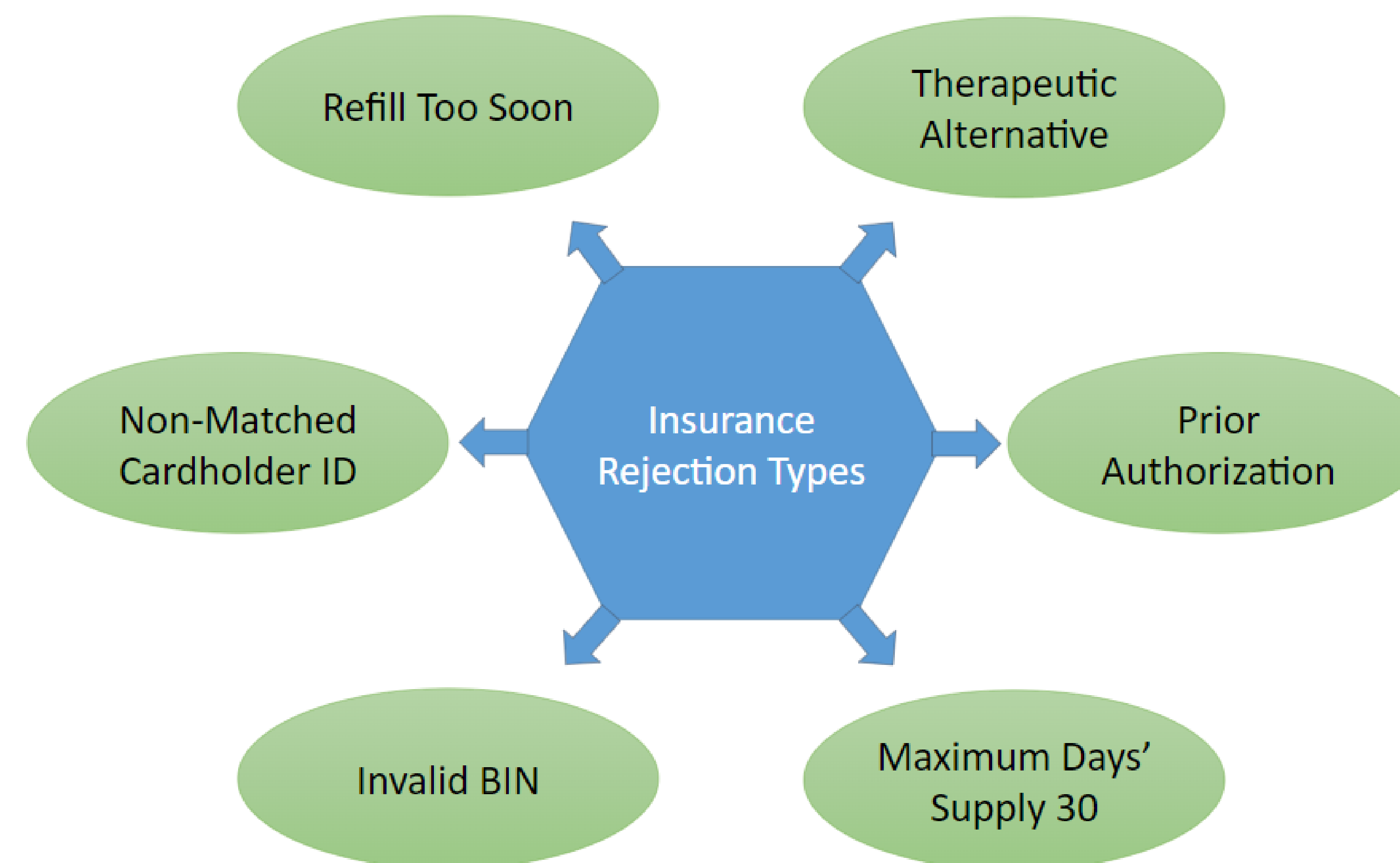


Figure 2: Overview of third-party rejection types assigned to students

Example 1: Maximum Days' Supply 30

Submitted Claim
RX Number: 1013123
Patient: Michaela Faber
DOB: 03/15/1985
Provider: Lana Yales
NPI: 10208199091
Medication: Lantus SoloStar U-100 Prefilled Pen
Quantity: 15mL

Rejection Reason: Maximum Days' Supply 30

Example 2: Refill Too Soon

Submitted Claim
RX Number: 1011105
Patient: Francis Dalton
DOB: 05/23/1983
Provider: Stacy Davis
NPI: 19403095981
Medication: Ventolin HFA 90mg Inhaler
Quantity: 30g

Rejection Reason: Refill Too Soon

Example 3: Non-Matched Cardholder ID

Submitted Claim
RX Number: 1070303
Patient: Ronald Martinez
DOB: 01/22/1980
Provider: Tyler Jones
NPI: 1047489503
Medication: Wellbutrin XL 150 mg
Quantity: 30

Rejection Reason: Non-Matched Cardholder ID

Example 4: Invalid BIN Number

Submitted Claim
RX Number: 1072822
Patient: Cole Smith
DOB: 04/15/1985
Provider: Erika Juhl
NPI: 10895341232
Medication: Fluoxetine 20 mg Capsules
Quantity: 90

Rejection Reason: Invalid BIN Number

Figure 3: Examples of instructor generated rejections and required student resolution

Results Continued

- There were significant changes in survey areas related to understanding and ability to resolve refill too soon (3.25 vs. 3.63, p<0.001), invalid BIN (3.15 vs. 3.53, p<0.001), maximum days' supply 30 (3.30 vs. 3.70, p<0.001), non-matched cardholder ID (3.20 vs. 3.65, p<0.001), and prior authorization (2.88 vs. 3.48, p<0.001) issues.

Prominent Themes and Representative Quotes

Essential skill for pharmacists/pharmacy interns

“As the healthcare professional that dispenses medication to patients, we are the ones that need to know how to handle any instance that may arise with insurance that could cause trouble in getting medications dispensed. It is extremely important to know how to handle these problems for that reason, since patients will need their medication regardless of any insurance issues.”

Advocacy for the patient/improved patient's health outcomes

“Being able to resolve common insurance issues will allow us to better serve our patients to ensure they can get the medications they need.”

Effective communication with patients

“If I am in a pharmacy setting where I deal with insurance problems, I will be able to not only resolve these issues, but also effectively explain to a patient what the problem is.”

Better prepared for community APPE rotation

“Learning some of the reasons for insurance rejections will make future APPEs easier.”

Results

- The simulation had a significant impact on both student knowledge and confidence.
- There was a statistical difference in the mean scores across weeks.

Implications

- Insurance adjudication is a practical and beneficial activity that strengthened first- and second-year pharmacy students' skills and increased confidence in their abilities.