

**Audit Questionnaire
State of Nebraska
Request for Proposal 4828 Z1
Pharmacy Benefits Manager Audit**

ATTACHMENT 2

Bidder Name: _____

Audit Services	Sample Response	Vendor Explanation
Section 1 - Claim Audit		
1) Describe the claims audit process you would use to evaluate the functionality and cost effectiveness of OptumRx's service to the State. The process must meet the requirements of the Scope of Work stated in the RFP.	Describe	
2) Provide a timeline (attach a separate sheet if necessary) of the Claims audit process, with the following sections: Activity, Start Date, End Date, Responsible Parties, Additional Comments/Assumptions	Timeline (Attach sheet if necessary)	
3) Describe the layout of your final audit report, including various sections. Also, describe any other deliverables that can be expected as a result of the audit. <u>Please include a sample copy of the final audit report.</u>	Describe	
4) Provide examples of significant findings on previous pharmacy Claims audits and recommendations associated with those findings.	Examples	
5) How do you assist your customer in ensuring audit recommendations are implemented if deficiencies are identified?	Describe	
6) Describe how Specialty Drugs are evaluated, if differently from other pharmaceuticals.	Describe	
7) Do you verify the Average Wholesale Price (Awp) used by the PBM from your own AWP source? If yes, what AWP source do you use?	Yes / No and Describe	
8) How do you confirm that the PBM is not paying their own pharmacies more than they are paying retail pharmacies?	Describe	
9) How do you ensure that the PBM is passing through the contracted discounts for retail pharmacies?	Describe	
Section 2 - Rebate Audit		
1) Describe the rebate audit process you would use to confirm the correct rebates were provided to the State. that meets the requirements of the Scope of Work stated in the RFP. The process must meet the requirements of the Scope of Work stated in the RFP.	Describe	
2) Provide a timeline (attach a separate sheet if necessary) of the Rebate audit process, with the following sections: Activity, Start Date, End Date, Responsible Parties, Additional Comments/Assumptions	Timeline (Attach sheet if necessary)	
3) Describe the layout of your final audit report, including various sections. Also, describe any other deliverables that can be expected as a result of the audit. <u>Please include a sample copy of the final audit report.</u>	Describe	
4) Provide examples of significant findings on previous pharmacy Rebate audits and recommendations associated with those findings.	Examples	
5) How do you assist your customer in ensuring audit recommendations are implemented if deficiencies are identified?	Describe	
Section 3 - Call Center Operations Audit		

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Bidder Name: _____

Audit Services	Sample Response	Vendor Explanation
1) Describe the process you would perform for an operational review of the call center, including listening to calls. The process must meet the requirements of the Scope of Work stated in the RFP.	Describe	
2) Provide a timeline (attach a separate sheet if necessary) of the Call Center Operational Review audit process, with the following sections: Activity, Start Date, End Date, Responsible Parties, Additional Comments/Assumptions	Timeline (Attach sheet if necessary)	
3) Describe the layout of your final audit report, including various sections. Also, describe any other deliverables that can be expected as a result of the audit. Please include a sample copy of the final audit report.	Describe	
4) Provide examples of significant findings on previous pharmacy Call Center Operational Review audits and recommendations associated with those findings.	Examples	
5) What parameters do you look at when evaluating call centers?	Describe	
6) How do you assist your customer in ensuring audit recommendations are implemented if deficiencies are identified?	Describe	
Section 4 - Appeals Audit		
1) Describe the process you would use to perform an audit of the appeals process. The process must meet the requirements of the Scope of Work stated in the RFP.	Describe	
2) Provide a timeline (attach a separate sheet if necessary) of the Appeals audit process, with the following sections: Activity, Start Date, End Date, Responsible Parties. Additional Comments/Assumptions	Timeline (Attach sheet if necessary)	
3) Describe the layout of your final audit report, including various sections. Also, describe any other deliverables that can be expected as a result of the audit. Please include a sample copy of the final audit report.	Describe	
4) Provide examples of significant findings on previous pharmacy Appeals audits and recommendations associated with those findings.	Examples	
5) How many appeals will you audit (i.e. audit sample) as part of an appeals review?	Describe	
6) How do you assist your customer in ensuring audit recommendations are implemented if deficiencies are identified?	Describe	