



CHARGEBACKS

Automate data validation and corrections

Eliminate errors and overpayments

Reduce administrative burden

Enforce approvals and controls

Provide audit trail and documentation

Eliminating Revenue Loss on Indirect Sales

Given high volumes, time pressures, and issues with data cleansing, managing chargebacks is a challenge for life science companies. A recent industry survey revealed that over 50% of companies felt they might be overpaying chargebacks. Data difficulties, manual operations, and uncertainty on price lead to high costs, revenue leakage, and potential Sarbanes-Oxley compliance problems.

Model N™ Chargebacks

Model N Chargebacks solves these problems by automating the chargeback life cycle — including validations, error correction, approvals, payments, and adjustments. The Model N Chargebacks application eliminates errors and overpayments by ensuring the accuracy of chargeback processing, preventing revenue leakage. It also reduces the administrative burden while improving quality. It ensures regulatory compliance by providing full auditability, management of business processes, and risk mitigation strategies, such as ensuring that chargebacks are paid only after appropriate review and approvals.

Faster, More Accurate Chargeback Processing

Model N Chargebacks improves speed and accuracy at every step, beginning with smooth, repeatable data importing. The Model N Data Manager toolset allows administrators to import chargeback requests directly or receive them via EDI or other mechanisms. Wholesaler-specific file formats are kept in the system, allowing recognition of incoming data without manual intervention. If a wholesaler changes the way information is sent, the system can “learn” so that no action is necessary for future submissions.

Once data is received, the software uses an extensive library of validations to assess data quality. IT automatically corrects errors, such as filling in a missing or incorrect contract number. Via a user-friendly interface, the solution allows lines to be edited singly or in batches. Once errors are fixed, it generates credit memo requests. Approval workflow can be configured to run when claims reach pre-determined thresholds. To ensure timely processing, the software is linked to back-end financial systems.

An analysis and reporting module provides wholesaler reconciliation reporting together with configurable reports and analysis to improve the day-to-day performance of the chargebacks department. If adjustments are needed, the software allows lines or entire submissions to be reversed or resubmitted manually. Additionally, it will automatically resubmit lines when backdated changes are received (e.g., when it receives a change in customer pricing).

Model N Chargebacks at a Glance

Receive Chargebacks

Receives submissions via EDI or other formats. Allows manual entry of lines when necessary and provides tools for submission management. Simplifies handling of wholesaler-specific file formats. A "wizard" allows easy uploading of files from the desktop.

Validate Lines

Runs validations from an extensive library, allowing easy addition of new validations. Confirms header and line-level information either in batches or on request. Provides validation severity levels. Suggests correct values for missing and incorrect data. Submissions with no errors may be automatically closed and a claim generated.

Correct Errors

Displays error lines side by side with proposed corrections. Allows overrides of validation status and editing of line data. Provides the ability to apply batch corrections across multiple lines. Remembers corrections and automatically applies them to similar errors in future submissions. Provides full auditing of changes to lines and multiple search tools to aid analysts in fixing problem lines.

Approve and Pay

Automatically generates a credit memo request or claim, generating a new claim for each entry or batching them as desired. Integrates with financial systems to issue a credit memo. Routes claims for approval based on payment level or other parameters.

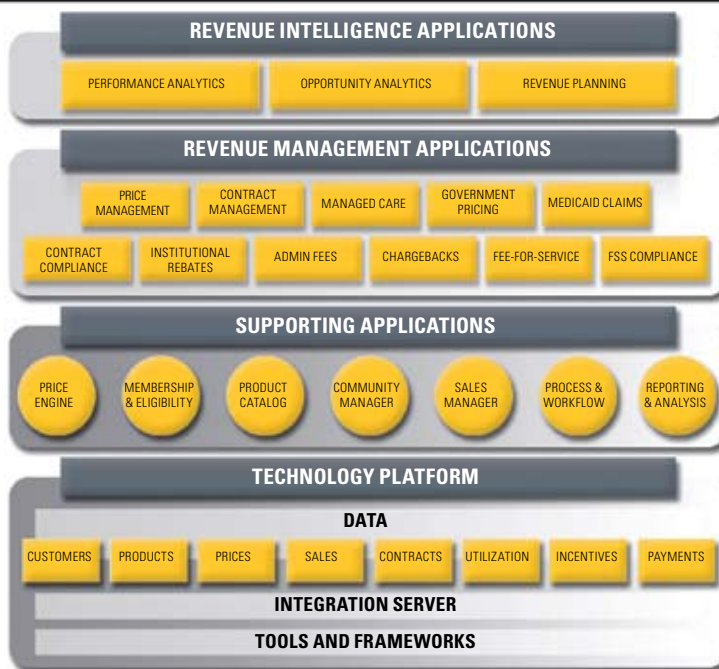
Analyze and Report

Creates wholesaler reconciliation report in a format that can be flexibly pre-configured. Creates internal and customer-ready reports from any aspect of the data (e.g., customer history, analyst efficiency, or chargeback performance metrics). Downloads reports to Microsoft® Excel.

Adjust

Enables manual reopening and reversal or correction of previously-paid submissions, with full audit trail and visibility. Automatically reverses and resubmits data when backdated changes are received (e.g., customer prices).

Model N Pharmaceutical Revenue Management Suite



Model N is the leader in Revenue Management and offers an integrated suite of applications and industry best practices that helps companies link together the complex, inter-departmental processes of pricing, contracts, and settlements.

Optimized for the life science industry, the Model N Revenue Management Suite includes applications for managing pricing, contracts, compliance, rebates, fees, and chargebacks. The Model N solution delivers the visibility and control needed to avoid the risks of non-compliance to government pricing and Sarbanes-Oxley regulations, and eliminates revenue leakage.