



# Keeping pharmacy services **on track**

A case study on auditing pharmacy benefits

## The challenge

Managing pharmacy benefits for a large group of 40,000 members can be complicated — and costly. To make sure everything was running smoothly, a large employer group asked Excellus BlueCross BlueShield (BCBS) to do a full audit of their contract.

They wanted to be sure members were being charged correctly, discounts and rebates were properly handled and no mistakes were slipping through. Most of all, they wanted peace of mind that everything promised in the contract was being delivered.

## The approach

Excellus BCBS worked closely with the employer group to review three full years of pharmacy activity.

The audit focused on key areas like:

- Making sure discounts and savings were being applied
- Checking that rebate payments were complete and on time
- Confirming that all billing and settlements matched what was promised
- Verifying member eligibility and correct copayments

This deep dive into the data would show whether Excellus BCBS was truly following through.

**40,000**  
members

**3 years**  
audit timeframe

**0**  
issues found

Excellus  

**Everybody Benefits**

## The results

After reviewing thousands of transactions and payments, the final report showed **zero findings**. Every claim, payment and fee was handled exactly as it should have been. There were no billing errors, no missing savings and no surprises.



## Why it matters

This clean audit means a lot more than just checking a box:



**It builds trust** that Excellus BCBS is managing pharmacy benefits with honesty and care.



**It proves financial accuracy** — no hidden charges, no overpayments.



**It reduces risk** — no billing disputes, no legal worries.



**It shows strong internal controls** — catching mistakes before they happen.



**It highlights smart contract management** — setting clear expectations and following through.



## Key takeaway

A zero-findings audit proves that Excellus BCBS is delivering on its promises. It shows that members and employer groups alike can count on them for careful, accurate, and trustworthy pharmacy benefit management.

