Integrated Prescription Management Experience - NGX Architecture Document

# Feature

Integrated Prescription Management Experience (aka: Carved-out) - Integration of Aetna Medical with CVS Caremark Pharmacy for carved-out plans.

# Summary

This feature enables plan sponsors offering both Aetna medical and CVS Caremark pharmacy benefits to provide members with a unified, integrated prescription management experience within the Aetna Health authenticated web and mobile applications. It supports SSO integration, prescription claims visibility, order/refill capabilities, and pharmacy benefit information access, subject to plan configuration and attestation requirements.

# Discovery

Meeting with Jenn Notes:  
1. Issues of dependencies between filtering  
- Not just claims  
- Orders and refills and   
- Use the effective dates from the pharmacy membership  
- If there are no effective date from 2025 filter it out  
- Order and refill (refill was from December)  
- Would we filter if the order straddles in general.  
- What are all of the things that have to be filters  
 + If I'm looking at an order is there a refill that is not visible.  
- You have a refill and there are zero refills left  
 + What is the date that is used for refills  
- How do we tell what every pharmacy   
  
CVS Auth goes through the flow  
- When each individual service, they will need to go get   
- CVS Auth used to be partner login is now patient profile  
- cvs-auth  
- Bunch of demographic data  
- App token  
- we get a token on behalf of the member  
- That token is used to query CVS  
- Adding dates in where we need to know  
- Kaizan - Sowmini  
-   
  
  
Omni -   
+ Alison Hereth - Product Manager  
+ Jesse Jackman - Product Lead - Principal Staff Engineer reports to Frank  
+ John Newton - Metrics strategy - Principal dev - Success or failure per product instruction  
+ Dan Green - Principal architect on AI  
Work with Jesse prior - No additional domain work  
Edgar - How do the pharmacy services

Kickoff Meeting with Shawn Notes:  
Shawn  
- Medicaide ask   
- new small team  
- question (needs 5 min)  
- Sharing what we are doing?  
- This flow in Aetna health to help with '  
- PLP, PDB, PlaceOrder, Ship Consent, and <> i90 integrations  
 + Crosswalk we had to develop on our own (which is why(  
 + There is still a bunch of front-end logic required  
 + Meet with teams to determine what we need to do  
 + We are currently integrated with 47 APIs.  
 + We are only integration for these five  
  
JOan  
- Do we need to prioritize  
  
Shawn  
- The firedrill is prioritizing with us  
- We need them migrared in hr  
  
Joan  
- How long for all APIs  
  
Shawn  
- Hedges with complexity speech  
- Tries to be diplotic  
- Front end logic is not documented in API specs  
- Documented tin Confluence  
  
  
State of NC  
- Carve out - Aetna Medical / CSV Provider  
- Carve out to CVS  
- Aetna is the pharmacy  
- When it is carve out  
- If the provider signs an attestation  
- We still provide the link  
- We provide a link to CVS Caremark  
- Consolidated claim service  
- In the claim service, for carved out service it   
- Starts at CVS and goes through ACAS / Processed through Aetna system  
- When it is carved out, they come they come through the consolidated claims service  
- The get it through the CVS API  
- That is using CVS logiv  
- There logic has different eff date  
- We are showing prescription claims  
- We should only be showing prescription claims for the period where we are matching their   
- The key piece of this, is how do we do it so that we are not displaying any claim information for anything   
- We are already sayingn that we get the claims  
- For prescription claims we are date of service.  
- If there coverage date is 1/1 we we do nto show any fill before the spresecription date  
- Jenn date for prescription membership matching the plan date  
- Prescription matches PLAN date.  
- Attestation - We just need to have CVS Carve out flag is true  
- The CVS consolidated claim service only pertains to consolidated claims service  
- None of other services manage any capablity other than CVS  
- Refill information, order status, prescription list other information...do we display  
- Does this logic have to be applied across all APIs that   
- CVS Consolidated Claims service and the prescription list  
- Look at all of the APIs  
 +

# Option 1

Full integration with signed attestation – allows prescription management via embedded APIs, SSO to Caremark, and consolidated claim service with effective date filtering.

# Option 2

Non-integrated carved-out experience – medical and pharmacy benefits are accessed separately, with limited linking between systems.

# Solution Sketch

See diagrams in the original NGX-Integrated Prescription Management Experience document. API flow involves Aetna Health client, Aetna backend, and CVS Caremark APIs. Filtering logic ensures prescription claims are shown only for valid coverage dates.

# Orchestration Diagram

[Placeholder for orchestration diagram per architecture standards]

# APIs/Swagger

Example key integrations: CVS Consolidated Claims API, Prescription List API, Order Status API, Refill API, PLP, PDB, PlaceOrder, Ship Consent, i90 integrations.

# NFR

[To be defined – expected response time, volume handling, and rate limits for API calls]

# Services

## Service Logic

The service layer handles member authentication via CVS Auth (patient profile flow), retrieves demographic data, generates an app token, and queries CVS APIs on behalf of the member. Filtering logic applies effective date matching to ensure only valid prescription claim data is shown.

## Service Components

- CVS Auth integration  
- Consolidated Claims Service  
- Prescription List Service  
- Order & Refill Service  
- UI navigation components in Aetna Health

# Client Changes

Aetna Health app (web and mobile) must display prescription management navigation, integrate SSO or cold link depending on attestation status, and apply UI filtering based on coverage dates.

# Scenarios

1. Member with signed attestation – full integration experience.  
2. Member without signed attestation – limited link to Caremark.  
3. Prescription claim before coverage effective date – excluded from view.  
4. Refill order with zero refills left – appropriate messaging displayed.

# Testing

Testing must validate claim filtering logic, SSO and cold link behavior, API integration reliability, and correct rendering across web, iOS, and Android clients.

# Security Review

Ensure secure handling of PHI/PII in API calls, member authentication via CVS Auth, and compliance with HIPAA requirements. Review token exchange and storage policies.

# Contacts and Impacted Teams/People

- Omni Team (Product, Engineering, Metrics, Architecture)  
- CVS Caremark API team  
- Aetna Digital Transformation team  
- Security and Compliance team