

Suspicious Order Monitoring Services

“Know Your Customer” solutions that maximize DEA compliance

With the establishment of new Drug Enforcement Administration (DEA) regulations and enhanced requirements regarding Suspicious Order Monitoring (SOM) programs and “Know Your Customer” processes, it’s more important than ever to be fully compliant.



IQVIA’s Suspicious Order Monitoring (SOM) services are designed to help organizations fully comply with DEA regulations



Ensure regulatory compliance and defensibility

Our services leverage statistical analysis and robust “Know Your Customer” programs. These highly defensible systems are built with direct input from former DEA investigators, ensuring your compliance processes stand up to regulatory scrutiny.



Accelerate legitimate order processing

The solution enables quick clearance of legitimate orders for shipment, minimizing delays and supporting business continuity while maintaining compliance.



Streamline detection and investigation of suspicious orders

Advanced algorithms and periodic refinements allow for effective detection, suspension, and investigation of potentially illicit orders. The system supports thorough due diligence and onsite account reviews, expediting order release or account suspension as needed.



Boost operational efficiency with easy reporting

Staff training, SOP and call script development, and a file upload feature for the DEA SORS website simplify reporting and documentation. This streamlines compliance workflows and reduces administrative burden.



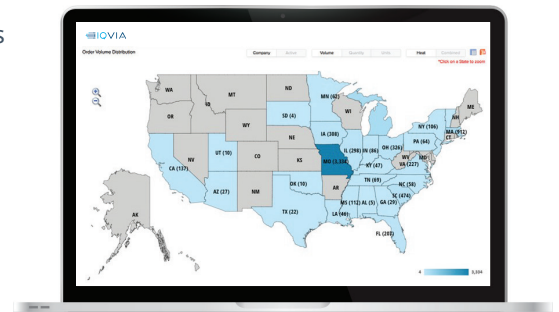
Extend investigations with actionable insights

Add-on modules and advanced analytics tools allow organizations to review downstream customer sales, chargeback, and ARCOS data, providing deeper visibility and actionable intelligence for compliance teams.



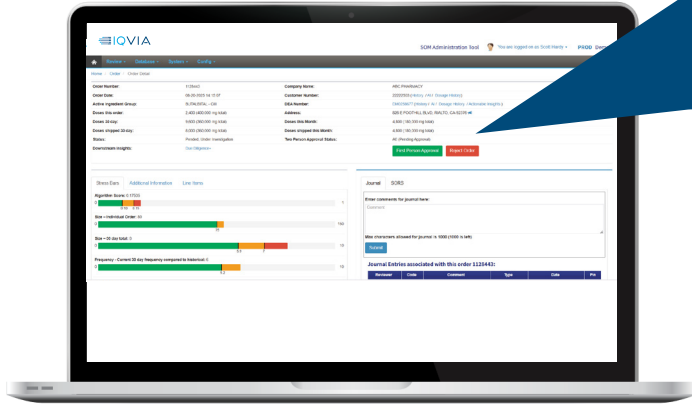
Expert-led statistical defensibility

Custom-developed SOM statistical algorithms, deployed by PhD statisticians and regulatory experts, strengthen your defense in the event of a DEA investigation.



SOM Cloud AI Module — *Artificial Intelligence insights generated by the SOM algorithms*

IQVIA's SOM Cloud AI module enhances Suspicious Order Monitoring with advanced machine learning and GenAI tools to detect abnormal orders and identify root causes. It delivers clear interpretations and rapid analytics for faster, more efficient review cycles. Key features include AI-generated order analysis reports, natural language query capabilities, and predictive analytics to facilitate better documentation of order investigations.



SOM order analysis report

- **Client:** ABC pharmacy
- **AI group:** Butalbital
- **DEA:** RW0112233
- **Order number:** 1128443
- **Order date:** 2025-09-08
- **Pending status:** Flagged by total 30-day order strength and individual order strength

Model assessment

This order is **flagged** based on the rolling 30-day order strength. The analysis shows that the current 30-day order strength is 200.0% higher than the maximum 30-day order strength observed over the past year. Additionally, the current 30-day order strength is 200.0% higher than the average 30-day order strength observed over the past year and the past six months. Furthermore, the current 30-day order frequency is 100.0% higher than the maximum 30-day order frequency observed over the past year. These deviations indicate that the current order strength and frequency are significantly larger than historical patterns, warranting further review to determine the validity of this order. This order is also **flagged** based on the individual order strength. This order strength (450.0) exceeded the recommended threshold (337.5) for this Active Ingredient Group (Butalbital), established by DEA (RW0112233) purchase history and peer DEAS order patterns.

The IQVIA difference

SOM Cloud is fully hosted within IQVIA's fully accredited data centers where IQVIA manages all system maintenance, updates, and enhancements, significantly reducing the burden on a customer's IT team. The IQVIA SOM Cloud provides a single point of access for all SOM support needs, enabling users to manage the entire investigative process with comments, notes, and file attachments, while also documenting decision making for future reference.

Customers can easily upload supporting and due diligence materials such as customer questionnaires and forecast information, perform data analytics to uncover trends and outliers, and define custom rules to address unique customer scenarios as they arise. This solution offers all this and much more within a unified, streamlined environment.

With SOM Cloud, clients gain a powerful, fully managed solution that simplifies compliance, strengthens decision making, and scales seamlessly as business needs evolve. If you're ready to streamline your SOM operations, enhance visibility, and reduce internal workload, now is the perfect time to explore how IQVIA's SOM Cloud can support your team. Reach out to our team to learn more, request a demo, or discuss the right package for your organization.



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