

Comprehensive Medication Reviews (CMR) and Transitions of Care Medication Reconciliation Reviews

- Telephonic or Face-to-Face
- Gather Complete Med List
- Optimize Medication Use and Mitigate Risk
- Personal Medication List and Action Plan for Patient
- Prescriber Communication
- Drug Therapy Program Resolutions

REAL IMPACT:

Annual comprehensive program ROI \$200-\$400 PMPM by decreasing avoidable healthcare expenditures.

Transitions of care medication reconciliation within 28 days of discharge using admission/discharge trigger (ADT) data from health information exchange: 4% 90-day readmission reduction; 3% 30-day readmission reduction.



Program Sponsor

Provides target members for med synchronization enrollment.

Enhanced Team (EMS)

Serves as a central contact center to enroll patients on behalf of the pharmacy. Directly queues fills for enrolled patients within the dispensing platform. Performs monthly med synchronization maintenance and patient outreach.



Pharmacy

Once a patient is enrolled in the sync program, the pharmacy fills prescriptions according to the sync schedule and coordinates further prescription renewals with providers.

Centrally Managed Med Synchronization Program

- EMS serves as central enrollment center for network pharmacies
- EMS triggers queuing of fills automatically in pharmacy dispensing system
- EMS performs sync maintenance and appointment reminders
- + Retail, managed by the 'Big Three' in the retail pharmacy space

REAL IMPACT:

20% higher PDC levels on average for sync patients, resulting in **\$1.25-\$37.00 medical savings** per additional dollar spent on medications.

9% lower rates of hospitalization and ER visits, reported by a med synchronization program study in *Health Affairs*, January 2018.

Adherence Barrier Assessments and Targeted Interventions

- EMS technicians and pharmacists work with patients to help them uncover barriers to effective medication use
- Patients are provided interventions specific to their needs to help improve medication use
- Uncovers REAL barriers and provides meaningful solutions to drive long-term medication adherence

REAL IMPACT

2% population adherence lift for targeted medications =

Meaningful adherence measure lift

REAL IMPACT

98% of refill requests are picked up by patients =

Timely adherence measure lift

Refill Concierge Services

- EMS outreach to members with time-sensitive medication refills due
- Direct entry of refill requests into pharmacy queue for network pharmacies
- Direct refill requests for non-network pharmacies



Targeted Provider and Member Outreach Services

- EMS outreach to members with targeted clinical intervention needs
- EMS outreach to providers and prescribers regarding clinical intervention needs

Clinical 360° In-Pharmacy-Workflow Interventions

- Leveraging the local pharmacist relationship
- Alerts display when filling prescriptions
- Customizable service levels:
 - Pharmacy Completes Intervention
 - Pharmacy Schedules Intervention for Clinical Services Team
 - Pharmacy Sends Intervention directly to Clinical Services Team
 - Interventions that Expire for the Pharmacy are Worked by Clinical Services Team

REAL IMPACT:

Quality lift for plan measures, reduced ADEs and improved member engagement

Clinical 360° Alerts

Medication Synchronization Enrollment
Quarterly Sync Reminder (Touch Base with Patient)
Direct Refill
Addition of Therapy
New to Opioid Counseling Module Completion
Narcan Addition of Therapy
Chronic Opioid Prescriber Outreach
Adherence Packaging Enrollment
Adherence Counseling
Immunization
Delivery Service Enrollment
Scheduling and Referrals to Health Plan
Blood Pressure Check in Pharmacy
Glucose Check in Pharmacy
Asthma Counseling Module
Custom Alerts