



# Adherence Solutions for Every Step of a Patient's Journey

Walgreens focuses special attention on patients most in need of help with medication adherence, including those with the triple-weighted Star Ratings disease states of diabetes, hypertension and hyperlipidemia. Whether a patient needs maintenance medications, complex specialty medications or acute medications, Walgreens provides the care and support they need. And we're constantly innovating to provide new solutions that support improved outcomes, reduce healthcare costs and enhance the customer experience.

## Key considerations

Our core capabilities enable us to provide both high-touch interventions as well as a robust set of self-service tools. Whether a patient needs additional support from our pharmacy staff, uses our digital tools or a combination of both, these options can lead to increased adherence.

**Never miss a day**

The diagram is a circular graphic with a white border and a blue center. In the center, there is an illustration of a female pharmacist holding a clipboard and a smartphone displaying a patient portal interface. The central text reads "Patient-centric tools". Surrounding this center are various adherence solutions:

- Customer Care IQ™** (left side): Delayed Therapy outreach, Save a Trip Refills®
- Patient-level PDC** (top): Omnichannel 90-day enrollment, New-to-Therapy
- Patient Care Portal** (right side): Zero refills reminder, Targeted medication review
- Expanded digital capabilities** (bottom): Balance Rewards for healthy choices®, Pill Reminder via mobile app, Proactive Patient Care\*
- Pharmacy Chat 24/7** (bottom right)

## Details

### Core capabilities

The capabilities listed at the right form a strong foundation for our platform of innovative adherence tools and services listed below.

### High-touch pharmacy interventions

**Proactive Patient Care intervention for specialty:** Extends our retail adherence program to support specialty patients filling in store. Phone calls prior to refill help answer medication questions and address adherence barriers.\*

**Save a Trip Refills®:** Unique medication synchronization program that combines an advanced algorithm with high-touch, pharmacy-team-member outreach, including a call to the patient prior to each subsequent refill.†

**New-to-Therapy:** Shortly after first fill for targeted therapeutic classes, pharmacy team members call patients to identify potential adherence barriers.

**Targeted medication review:** Omnichannel in-store, centralized and regional approach—includes identifying gaps in care.

**Comprehensive medication review:** Annual checkup including a medication review and action plan.

**Delayed Therapy:** Multichannel reminder outreach for refills that are past due—calls from in-store pharmacy team members are focused on identifying and resolving adherence barriers.

**Delayed Pickup:** For prescriptions not picked up, pharmacy team members reach out to patients to remind them and identify adherence barriers.

**90-day enrollment:** Targeted omnichannel outreach with eligible patients to discuss switching and answer questions.

### Self-service digital tools

**Zero refills reminder:** Text, email and interactive voice response notifications inform patients when they have zero refills remaining on maintenance medications, helping to prevent gaps in medication therapy.

**Omnichannel refill reminders:** Sent via interactive voice response call, email or text.

**Rx Tracker:** Patients can use Walgreens.com or the app to check on prescription status.

**Rx Status:** Patients can text to get their prescription status and get a text if their prescription is delayed.

**Pill Reminder:** App tool that patients can set up to alert them when it is time to take their medication.

**Auto Refill:** Patients select prescriptions to fill automatically when they're due and are notified when they're ready.

**Refill by Scan or online:** Patients can scan the prescription bar code into the app or refill at Walgreens.com.

Our core capabilities include:

**Customer Care IQ™:** Smart analytics identify patients who need intervention

**Patient Care Portal:** Enables pharmacy team member calls from a local store for patients at higher risk of nonadherence

**Patient-level PDC:** Enables personalized adherence conversations with Medicare patients‡

**Walgreens App:** Award-winning app includes many adherence tools and services

**Pharmacy Chat 24/7:** Free live chat on the app or online with a pharmacy professional§

**Rewards program:** Members can earn points for purchases and for tracking healthy activities

Delivering omnichannel, strategic solutions that proactively address and help eliminate medication adherence barriers to improve outcomes, reduce gaps in care and lower overall healthcare costs.

\*Currently available exclusively for patients with HIV or chronic inflammatory conditions. Future expansion is planned.

†Available for select plans.

‡PDC=proportion of days covered. We will be expanding beyond the Medicare population soon.

§Availability varies with heavy usage.

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