Breakout Session #2

Medication Adherence

Crystal Chang, PharmD
Director, Clinical Pharmacy Services
We Will Cover

- 2018 Year in Review
- Medication Adherence Focus for 2019
- Best Practice Sharing
  - AppleCare Pharmacy Refills Initiative
  - HPN Desert Oasis Medical Group Community Pharmacy Event
2018 Year in Review

Strong Collaboration
- Over 70 percent of provider groups had two or more medication adherence interventions in 2018

Focus & Coordination of Efforts
- Routine meeting kept momentum and focus
- Identify opportunities for SCAN to support

Year-Round Efforts
- 90-day supply protocol
- Started high touch on high-risk members in Q2
- Folded in new best practice refills initiative in Q4
Medication Adherence for Diabetes Medications 2017-2018

Composite: Percent of plan members with a prescription for diabetes medication who fill their prescription often enough to cover 80 percent or more of the time they are supposed to be taking the medication

Data source description: The data for this measure come from prescription drug event data files submitted by drug plans to Medicare for dates of service from Jan. 1, 2018 to Dec. 31, 2018 and processed by March 15, 2019.
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Medication Adherence for Hypertension: RAS Antagonists 2017-2018

Composite: Percent of plan members with a prescription for a blood pressure medication who fill their prescription often enough to cover 80 percent or more of the time they are supposed to be taking the medication

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Medication Adherence for Cholesterol: Statins 2017–2018

Composite: Percent of plan members with a prescription for a cholesterol medication (a statin drug) who fill their prescription often enough to cover 80 percent or more of the time they are supposed to be taking the medication.

Data source description: The data for this measure come from prescription drug event data files submitted by drug plans to Medicare for dates of service from Jan. 1, 2018 to Dec. 31, 2018 and processed by March 15, 2019.
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2018 Provider Group Interventions

Percentage of provider groups who engaged with SCAN on the following initiatives in 2018:

<table>
<thead>
<tr>
<th>Provider Groups</th>
<th>90-Day Savings Protocol</th>
<th>High-Risk Members</th>
<th>Pharmacy Refills Initiative</th>
<th>First Fills</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>94%</td>
<td>75%</td>
<td>44%</td>
<td>13%</td>
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# 2019: Keeping the Momentum Strong

## 2019 PHARMACY INTERVENTIONS

<table>
<thead>
<tr>
<th>Mail-Order/90-Day Savings Conversion</th>
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<tbody>
<tr>
<td><strong>First Fill</strong></td>
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<tr>
<td>Members historically on adherence medications and filling for the first time in 2019</td>
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<tr>
<td><strong>High Risk</strong></td>
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<tr>
<td>Members predicted to be at high risk of non-adherence</td>
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<tr>
<td><strong>Borderline Adherent</strong></td>
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<tr>
<td>Members close to becoming or staying adherent for the year</td>
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<table>
<thead>
<tr>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
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<tbody>
<tr>
<td><strong>Refill Reminder Escalation</strong></td>
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<tr>
<td>Members who have not responded to early/late refill IVR reminders</td>
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<tr>
<td><strong>New to Therapy</strong></td>
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<tr>
<td>Members with no history of filling medication and filling for the first time</td>
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<tr>
<td><strong>Pharmacy Fills Initiative</strong></td>
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<tr>
<td>Members running out of medication and needing refills</td>
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</table>
Additional Solutions to Help with Member Adherence

Home Delivery with Express Scripts Pharmacy

- Tiers 1 & 2: $0 copay for 90 days
- Good care, more savings, added convenience

Universal Medication Schedule
Best Practices

- Mary Tadros, PharmD, Director of Pharmacy, AppleCare
- Teresa Hodgkins, PharmD, BCACP, VP Clinical Quality Initiatives, Desert Oasis Medical Group
AppleCare Medical Group

Medication Adherence Program

Mary Tadros, PharmD.
Director of Pharmacy
AppleCare Medical Group

- Medical Group and IPA servicing Los Angeles and Orange County
- 122,000 Members
  - Senior, Dual, Commercial and Medi-Cal
- 950 Primary Care Physicians and Specialists
- Risk-Bearing Organization
  - Dual and shared risk contracts
  - Commercial HMO and PPO ACOs
- Sophisticated Clinical Infrastructure
  - Hospitalist and SNF management programs
  - High-Risk and Hospital Discharge Clinic
  - Population Health Management and Preventative Care programs
Pharmacy Refills Initiative

Provider Group Refills Initiative

• AppleCare started 4Q 2017 by partnering with provider groups and retail pharmacies
• Resulted in potential incremental lift

Process:

• Provider Group review list of members to refill, renew refills if needed, fax to pharmacy
• Pharmacy refills

Process for Provider Group for Prescription Refills

1. Fax list of member’s to refill to pharmacy
2. Pharmacy refills medication
3. Optional: Call member to verify need for refill
**Pharmacy Refills Template**

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**Patients that need refills this week**

Thank you for collaborating with AppleCare to increase medication adherence for our members. Below is a list of members with medications that are due for refill this week. Please fill in the medications that are due for refill. We will work with our members to ensure timely pick-up.

For questions, please call Mary Jenkins, PharmD, RPh in AppleCare Pharmacy services at 1-714-679-2242.

<table>
<thead>
<tr>
<th>Patient name</th>
<th>D.O.B.</th>
<th>Patient phone</th>
<th>Prescriber</th>
<th>Drug name</th>
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Thank you!

AppleCare Medical Group
Welcome to DESERT OASIS HEALTHCARE

As a member of the desert community for over 35 years, Desert Oasis Healthcare is dedicated to the health and well-being of our neighbors throughout the Coachella Valley.

Teresa Hodgkins, PharmD, BCACP
VP Clinical Quality Initiatives
• Desert Oasis Healthcare operates as an integrated managed healthcare organization.
  – 30,000 seniors
  – 30,000 commercial
  – 7,000 accountable care organization (ACO) members
• Largest independent practice associate in the Coachella Valley and the High Desert and includes one of the first full service medical facilities.
• Pharmacists in Population Health and Prescription Management (PHARxM) operate ambulatory care clinics under established collaborative practice agreements with physicians.

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<thead>
<tr>
<th>Clinic</th>
<th>Enrollment</th>
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<tbody>
<tr>
<td>MMDM</td>
<td>1128</td>
</tr>
<tr>
<td>CAD</td>
<td>1837</td>
</tr>
<tr>
<td>MMCAD</td>
<td>296</td>
</tr>
<tr>
<td>HepC</td>
<td>125</td>
</tr>
<tr>
<td>AC</td>
<td>3,133</td>
</tr>
<tr>
<td>COPD</td>
<td>660</td>
</tr>
<tr>
<td>CHF DM</td>
<td>256</td>
</tr>
<tr>
<td>Refill Program</td>
<td>17,000</td>
</tr>
<tr>
<td>Smoking Cess</td>
<td>65</td>
</tr>
<tr>
<td>BHC</td>
<td>150</td>
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</tbody>
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Medication Adherence History

- “Just Say 90-Day” conversion campaigns
- Centralized refill process for group physicians
- Part D Performance Incentive for PCP
- Quality partner program created
- Part D performance incentive for PCP Staff
- Dedicated pharmacy tech added to team
- Action on weekly adherence report and refill report
- Dedicated pharmacist added to team June 2018

RESULT: Year-over-year improvement in adherence rates, but increasing benchmarks demand more innovation to meet goals
Summary of Results:
Biggest gains with best tools

% Change 2017 - 2018

All Plans
IVHP
SCAN
United
Target: Community Pharmacist

- Rationale: Members see their PCP 3X/year and their pharmacist 35X/year
- Community pharmacist is limited by lack of information about members
- PCP offices can be unresponsive
- DOHC PHARxM team can be a conduit for effective interventions from the community pharmacist
- DOHC PHARxM collaborative practice can be leveraged by the community pharmacist
- NEEDED: Dialogue and Relationship
Our Solution: Connections Collaboration Care Conference

Invitational Conference to Promote Relationship/Communication

- Curriculum developed with invitee input and dynamic speakers were selected
- 4 CEUS provided
- Comfortable setting and meals
- All community pharmacists in the area invited
- 50 People attended the event on Feb. 10, 2019

Creation of a Community Pharmacist Hotline

- Introduced PHARxM hotline
- Available 24/7
- DOHC PHARxM team available to provide information and assistance
- There to resolve medication related problems quickly and effectively
- PHARxM to act as conduit to PCP office if needed
Community Collaboration in 2019
Results

- Immediately resulted in positive relationship and communication
- Engagement on the PHARxM hotline was immediate
- One-on-one meetings are happening now
- Next step goal: collaborative practice to enhance outcomes
The Plan for 2019

APRIL
• Provider Webinar: Adherence Report, 4/25/19
  • Quality Symposium

AUGUST
Provider Webinar: Q4 Push

• First fills, refills initiative, new to therapy
• Continue routine meetings and enhance our coordination
• Focus on how to improve MA in the IPA model

Continue Year-Round Approach

• Encourage mail-order ESI Pharmacy
• Apply universal medication schedule using Meducation®

Connect Members with Additional Solutions

• Ensure use of motivational interviewing technique (training by SCAN available upon request)
• Optimize pharmacists’ time and fold in pharmacy techs/care navigators to help member

Optimize Programs & Resources

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