



# Breakout Session #2

## Medication Adherence

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# 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



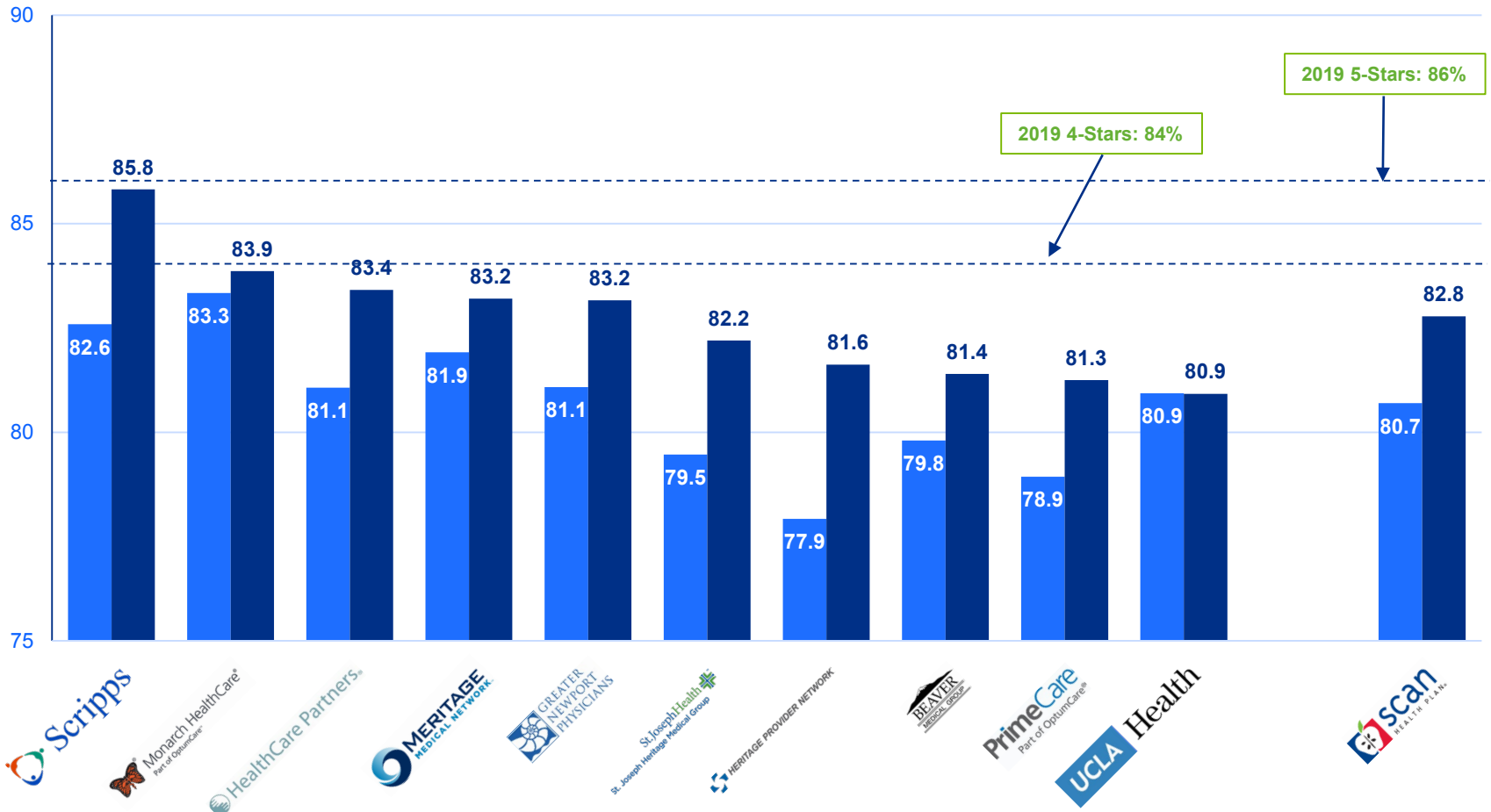
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■ 2017 SCAN network performance  
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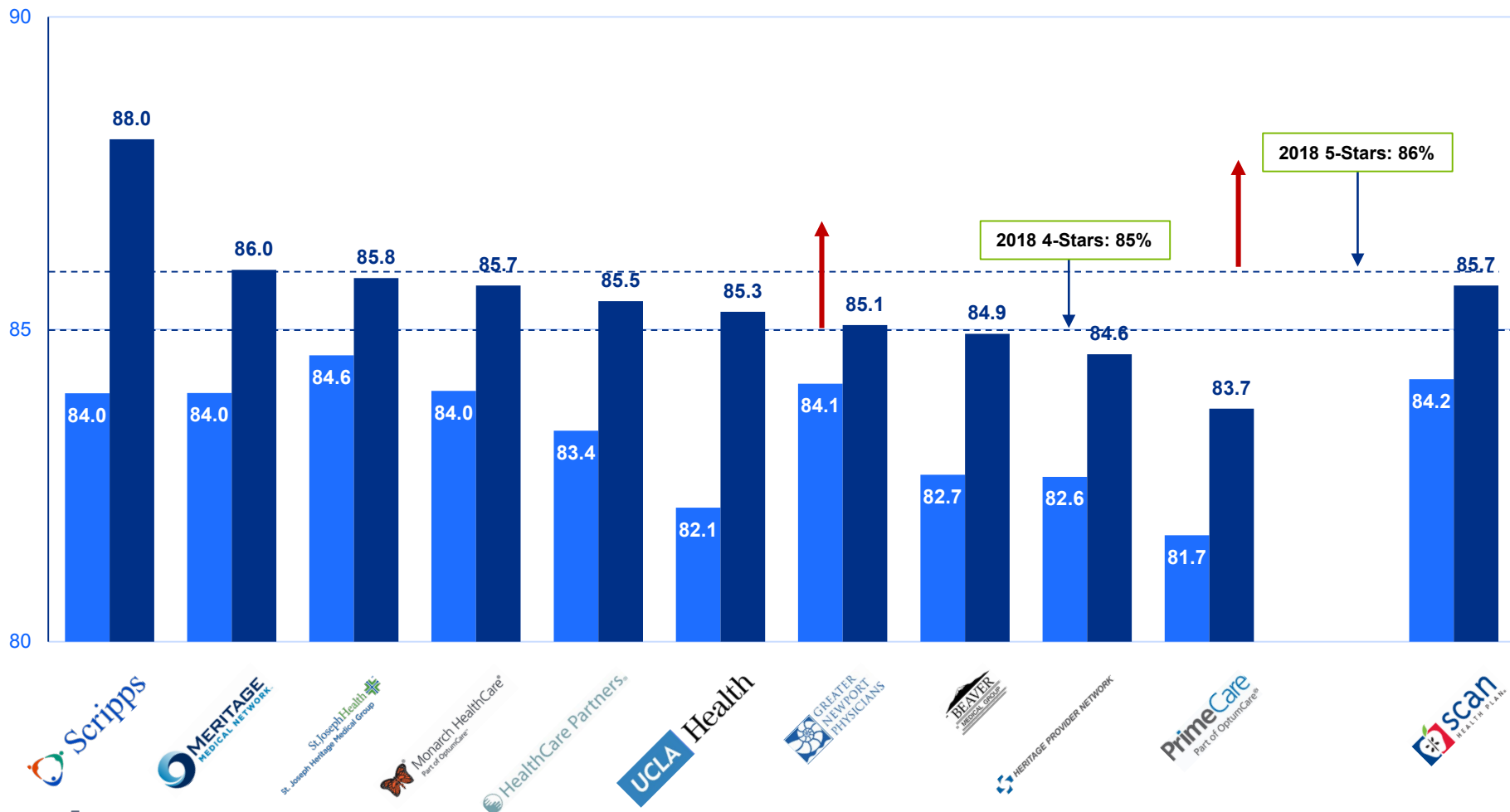
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# Medication Adherence for Hypertension: RAS Antagonists 2017-2018

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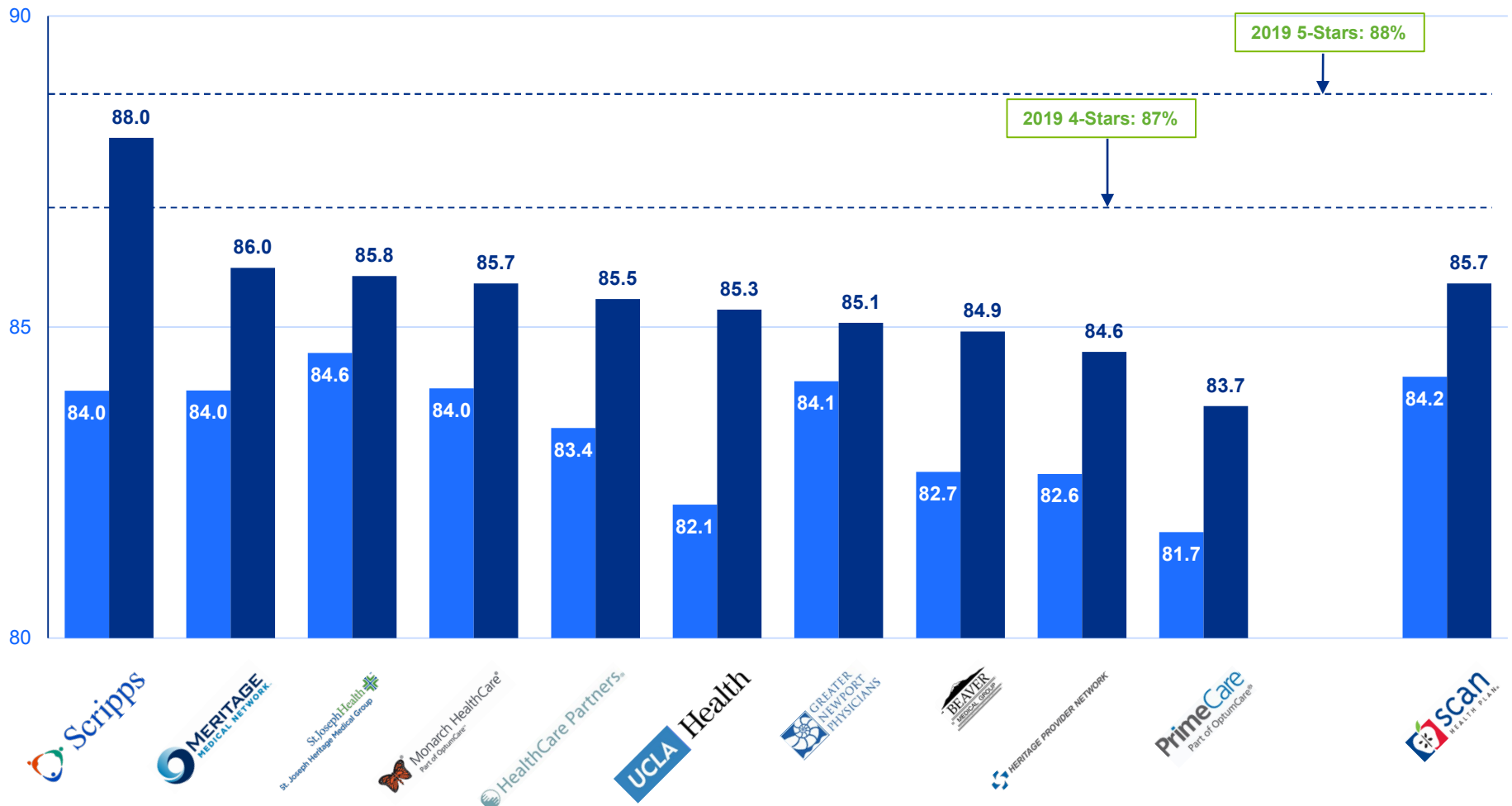
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# Medication Adherence for Cholesterol: Statins 2017–2018

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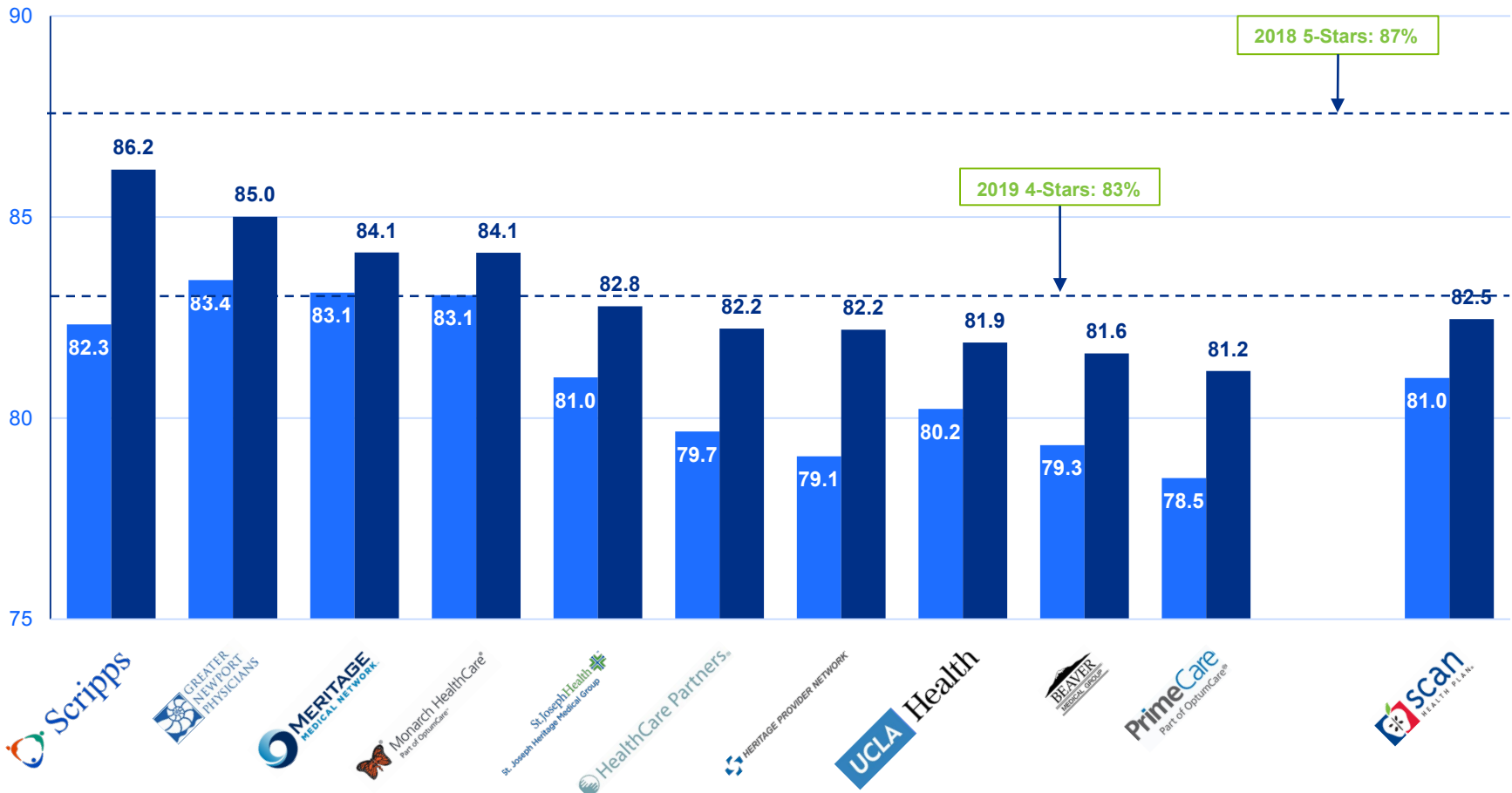
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# 2018 Provider Group Interventions

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

	90-Day Savings Protocol	High-Risk Members	Pharmacy Refills Initiative	First Fills
Provider Groups	94%	75%	44%	13%



# 2019: Keeping the Momentum Strong

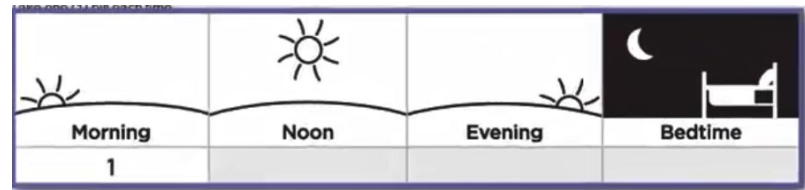
<b>2019 PHARMACY INTERVENTIONS</b>			
Mail-Order/90-Day Savings Conversion			
<b>First Fill</b>	<b>High Risk</b>	<b>Borderline Adherent</b>	
Members historically on adherence medications and filling for the first time in 2019	Members predicted to be at high risk of non-adherence	Members close to becoming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

# 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



The screenshot shows a medication schedule interface. At the top, there is a timeline with four columns: Morning (sun icon), Noon (sun icon), Evening (sun icon), and Bedtime (moon and bed icon). Below this, the medication list is displayed with columns corresponding to the time periods. The medications and their dosages are:

Medication	Morning	Noon	Evening	Bedtime	Instructions
Aspirin Tablet 81 mg	1				Take by MOUTH. For heart.
Foradil Aerolizer 12 mcg/inh	1 puff				BREATHING medicine. For chronic lung disease (COPD).
Losartan Potassium Tablet 25 mg	1				Take by MOUTH. For high blood pressure.
Warfarin Tablet 5 mg	1				Take by MOUTH. For blood thinner.
Biaxin Oral Suspension 125 mg/5 mL			5 mL		Take by MOUTH. For ear infection. Use for 7 days.
Humalog Pen 100 IU/mL (3 mL, prefilled syringes)	10 units	16 units	22 units		INJECTION medicine. For blood sugar control.
Lipitor Tablet 40 mg				1	Take by MOUTH. For cholesterol.



# 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





*Thank you!*

***AppleCare Medical Group***



*We Are*  
**DESERT OASIS**  
HEALTHCARE

Your Health. Your Life. Our Passion.



**Teresa Hodgkins, PharmD, BCACP**  
VP Clinical Quality Initiatives

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.

- 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.



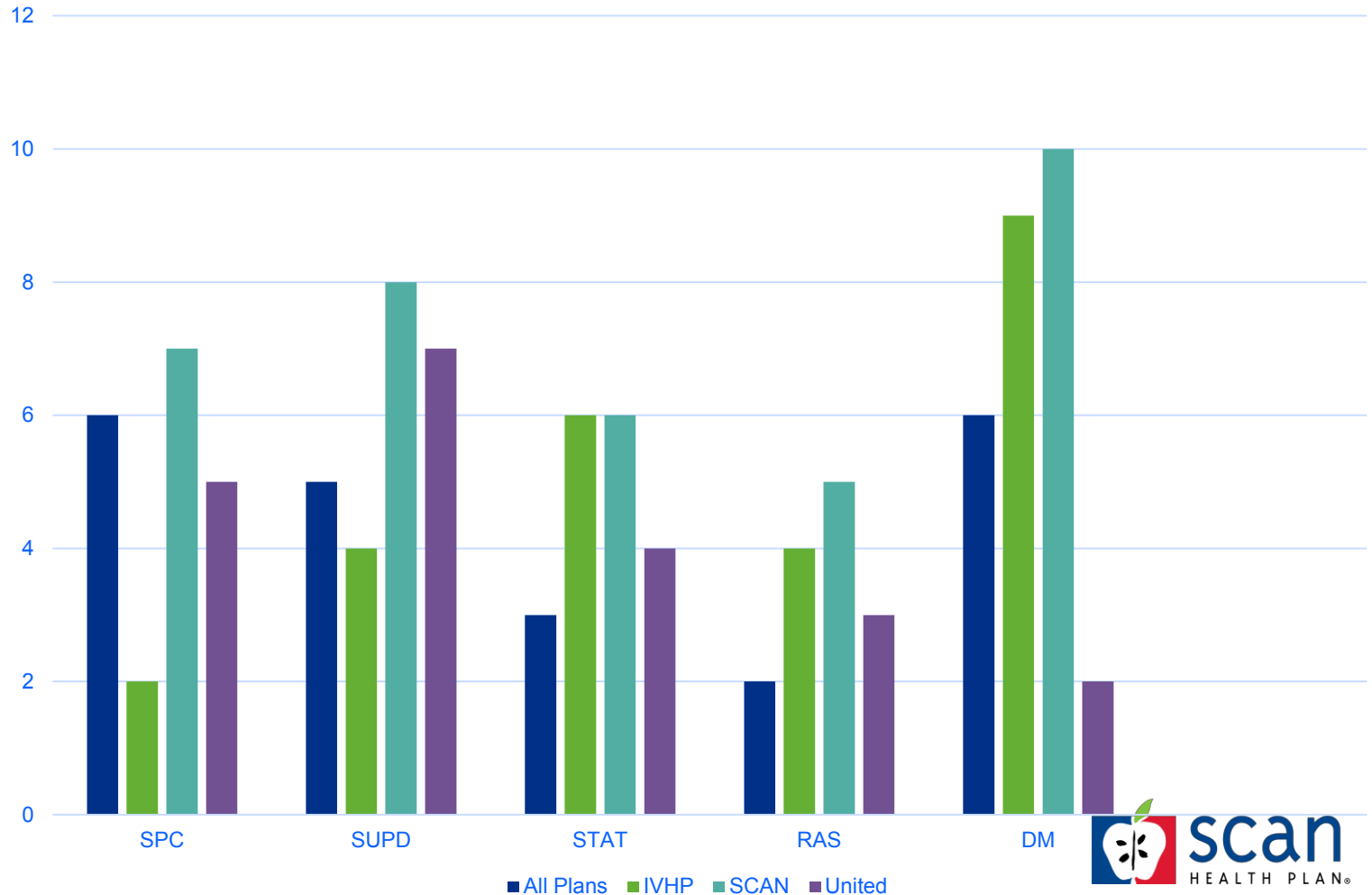
Clinic	Enrollment
MMDM	1128
CAD	1837
MMCAD	296
HepC	125
AC	3,133
COPD	660
CHF DM	256
Refill Program	17,000
Smoking Cess	65
BHC	150

## 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



## 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

DOHC   
**PHARxM**<sup>TM</sup>  
760-969-6563

# The Plan for 2019

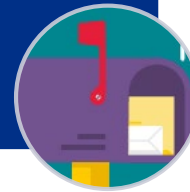
- First fills, refills initiative, new to therapy
- Continue routine meetings and enhance our coordination
- Focus on how to improve MA in the IPA model

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



**APRIL**

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

**AUGUST**

Provider Webinar: Q4 Push