WELCOME

There is no sound until the webinar begins.

Webinar will be recorded. Participation in webinar is agreement to recording.

All participants phones have been muted except for the presenter.

Technical issues: Use chat, select David Kane from panelist from the Webex chat dropdown.

Questions: Please use the Q&A Panel when asking questions.

Any questions we are unable to address today, will be answered following the presentation.

Q&A PANEL

As an attendee, you can ask questions using Q&A Panel.

1. To open the Q&A panel, click on the ellipses at the bottom right of the screen for 'More Panels' and click on Q&A.
2. Select "All Panelist" from the drop-down menu.
3. Type your question in the message box.
4. Click "Send."
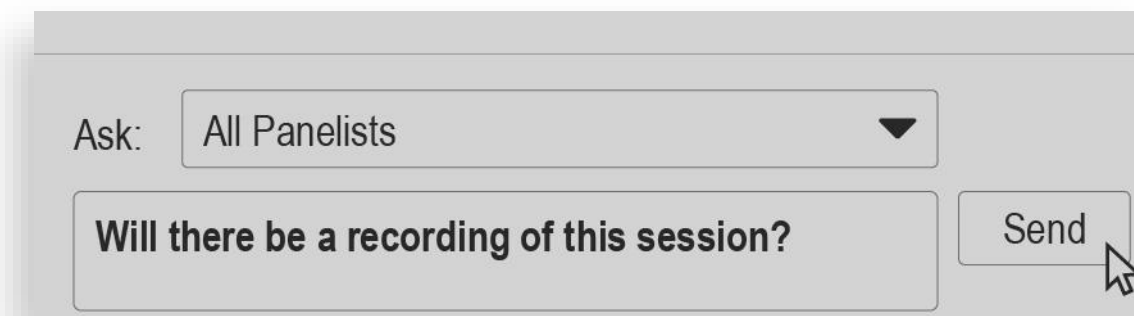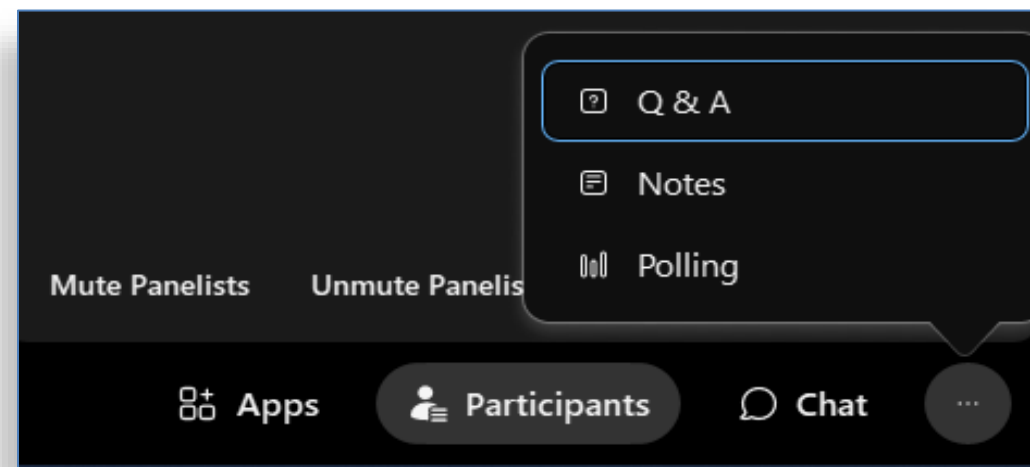
Introductions

Apoorva Bhupathi, MHA, BA
Project Manager II, Population Health

Agenda

1	**Goals**	
2	**Decision Tree**	
3	**Utilizing HealthTrio**	
4	**Outreach Results**	

What Med Adherence Efforts Allow Us To Do?

Enhances patient outcome

Lowers healthcare costs

Strengthens patient engagement
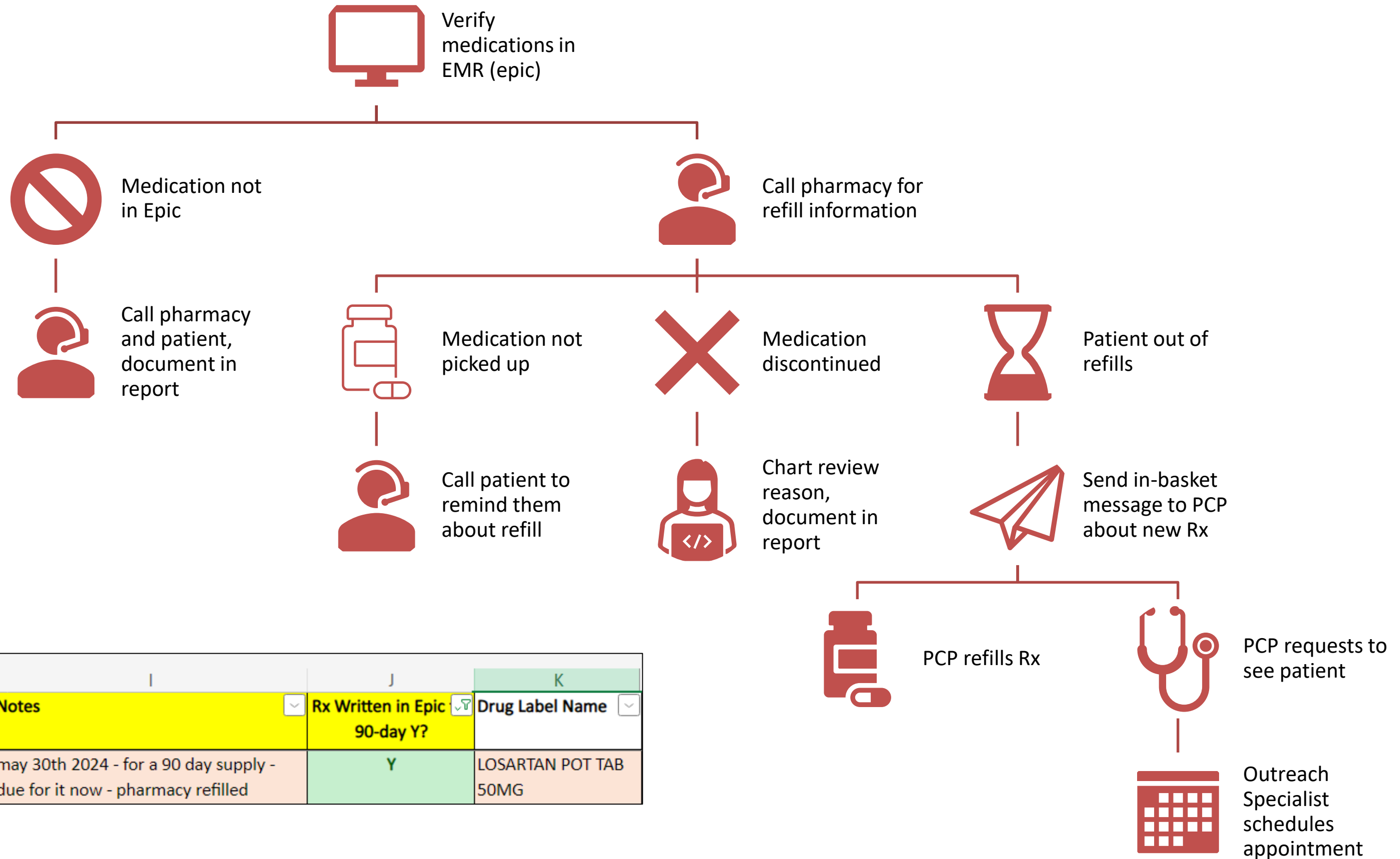
Enhances provider awareness of adherence

Boosts patient engagement with their PCP and encourage patient understanding of medications

Strengthens provider-patient communication

Encourages regular check-ins and follow-ups

Identifies adherence barriers for discussion
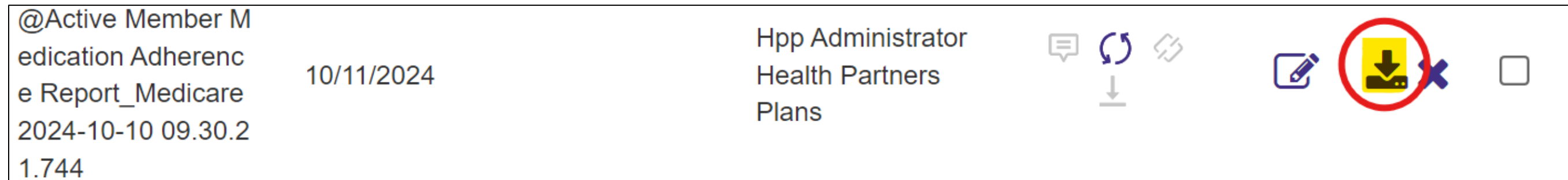
Outreach Specialist Decision Tree

Verify medications in EMR (epic)

Medication not in Epic

Call pharmacy and patient, document in report

Call pharmacy for refill information

Medication not picked up

Call patient to remind them about refill

Medication discontinued

Chart review reason, document in report

Patient out of refills

Send in-basket message to PCP about new Rx

PCP refills Rx

PCP requests to see patient

Outreach Specialist schedules appointment

H	I	J	K
Outreach	Notes	Rx Written in Epic 90-day Y?	Drug Label Name
Refilled Medication	may 30th 2024 - for a 90 day supply - due for it now - pharmacy refilled	Y	LOSARTAN POT TAB 50MG

Utilizing HealthTrio

How:

1. Download weekly Medication Adherence report from HealthTrio

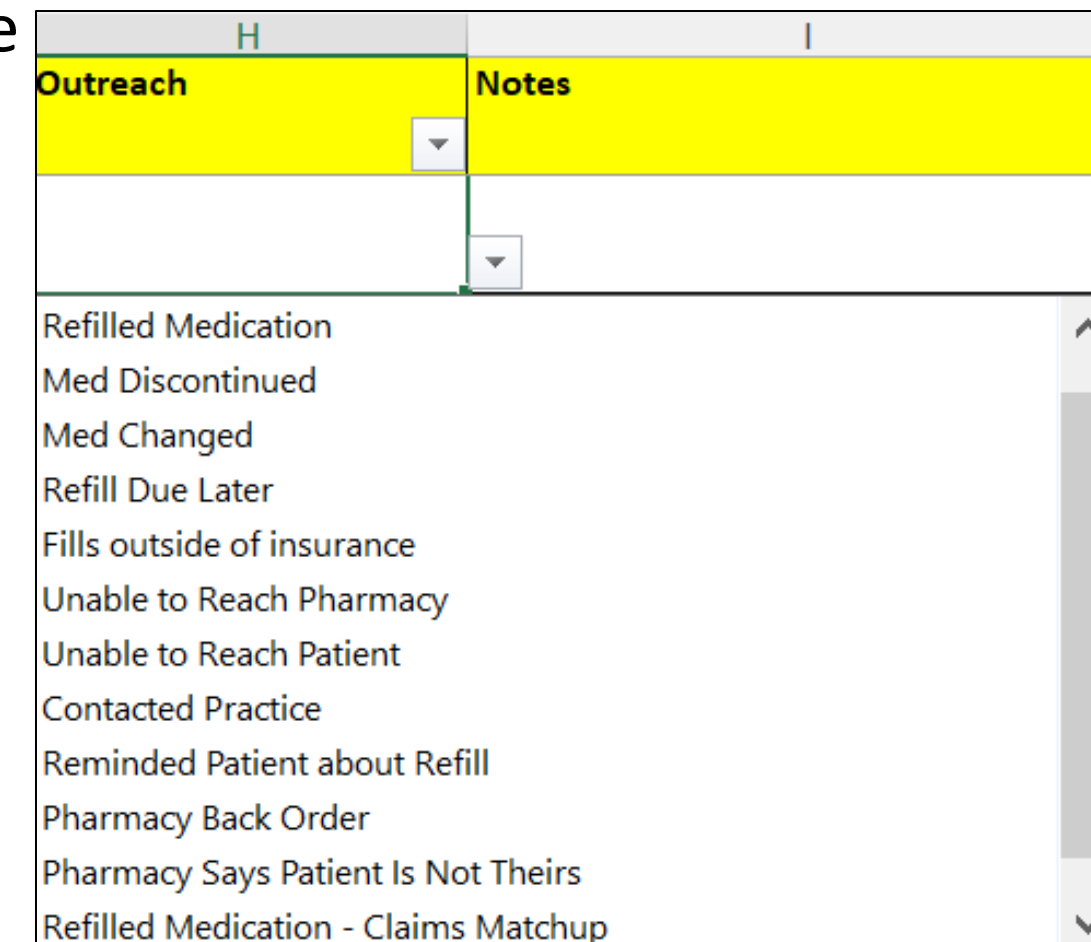| @Active Member M edication Adherenc e Report_Medicare 2024-10-10 09.30.2 1.744 | 10/11/2024 | Hpp Administrator Health Partners Plans | | | | | | |

Note: This report is available daily with updated claims data

2. Match previous week's report for filled date based on MemberID and Drug Name

3. Update outreach column of report to "Refilled Medication – Claims Matchup"

   Allows us to create a more actionable report for our outreach team

4. Add any additional unique patient adherence data to working report

H	I
Outreach	**Notes**

Refilled Medication
Med Discontinued
Med Changed
Refill Due Later
Fills outside of insurance
Unable to Reach Pharmacy
Unable to Reach Patient
Contacted Practice
Reminded Patient about Refill
Pharmacy Back Order
Pharmacy Says Patient Is Not Theirs
Refilled Medication - Claims Matchup

Outreach Results

(mid-July to September)

Outreach Results	# of Patients	% of Patients
Contacted Practice	1	0.06%
Med Changed	1	0.06%
Med Discontinued	37	2.13%
Not TPI Patient	11	0.63%
Pharmacy Says Patient Is Not Theirs	14	0.81%
Refill Due Later	32	1.84%
Refilled Medication	171	9.84%
Refilled Medication - Claims Matchup	1359	78.24%
Reminded Patient about Refill	12	0.69%
Unable to Reach Patient	15	0.86%
Unable to Reach Pharmacy	84	4.84%
Grand Total	**1737**	**100.00%**

Questions?