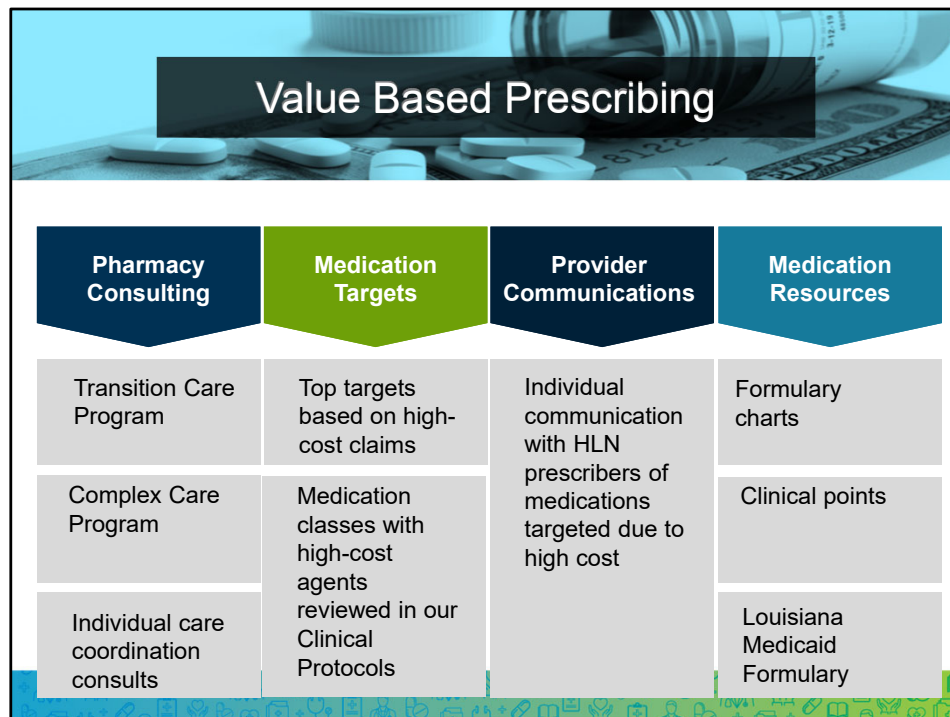


Hello and welcome to HLN's Pharmacy Analytics and Medication Adherence orientation course. During this presentation I'll be reviewing the role of HLN's Pharmacy Analytics Consultant, best practices in prescribing, and tips on addressing medication adherence.



Value-based prescribing practices is one of the easiest ways that providers can help patients improve their overall health and well being.

Controlling the costs of these medications is essential for the overall success of clinically integrated networks and accountable care organizations.

When we invest in prescription medications, we can lower our health care spending through the improved management of chronic conditions, reduced episodes of exacerbation along with preventing potential ED encounters and inpatient admissions. HLN has developed several resources to help providers achieve success in managing these costs.

HLN's Pharmacy Analytics Consultant provides pharmacy consultations through our HLN care coordination program, monitors high-cost pharmaceuticals, and provides affordable therapeutic alternatives to high-cost medications and individual provider communication when needed. Our Pharmacy Analytics Consultant also maintains HLN's medication resources that are available to providers within individual patient encounters on the Epic provider sidebar under the tab HLN Links.

# Medication Resources

### HLN Formulary Groups

- **Formulary charts:** Affordability of medications and a review of medication cost.
- **Clinical points:** Affordability of medications by clinical disease, and information to consider when prescribing the medication.


### Medicaid Formulary Link

- Louisiana Medicaid Preferred Drug List

The screenshot shows the 'HLN Links' tab in the encounter sidebar. It contains three main sections:


- HLN Formulary Groups:** A section with a refresh icon. It includes a 'Hyperlinks to Formulary Groups' table with columns for 'Report Name' and 'Print'. The table lists various medication classes such as Antilipidemics, Antiplatelet Agents, Asthma-COPD Therapy, Gastrointestinal Agents, Urinary Agents, ADHD Therapy, Androgen Therapy, Anticoagulants, Antihyperglycemics, Antihyperglycemics ORAL, Antihypertensives ACE/ARB, Antihypertensives BB/CBB, Acne Therapy, Topical Steroids, Antibiotic Price Comparison, Nasal Ophthalmic Antiallergens, Clinical Points - CKD, Clinical Points - DM, and Clinical Points - Hypertension. Each row has a 'Print' link. There is also a 'Print All' link at the bottom of the list.
- Medicaid Formulary Link:** A section with a refresh icon. It contains a link to 'Medicaid Preferred Drugs'.
- HLN Dashboard Link:** A section with a refresh icon. It contains a link to 'Click Here for your HLN Dashboard' with a description: 'with messages updated monthly. The HLN Dashboard contains messages from HLN Leadership, helpful links with patient care standards/podcasts produced by your colleagues, and your patient care metrics. You can also easily produce lists of your patients whose healthcare both is and is not optimized as it relates to established patient care goals. This is meant to be both informational and helpful to your pursuit of providing truly the best possible care for your patients.'

Providers can find multiple resources in the HLN Links tab of the encounter sidebar. Within the HLN Formulary Groups section, providers can easily access formulary charts, which break down the affordability and cost, of the most prescribed medications broken down by condition. Additionally, providers can review clinical points for chronic kidney disease, diabetes, and hypertension. Each clinical point document, reviews the affordability of medications by drug class along with important information to consider when prescribing the medication. Lastly, providers can navigate to the Louisiana Medicaid preferred drug list by going to the Medicaid Formulary Link section.



## What are Payors measuring?

- Patients 18 years and older with a Proportion of Days Covered (PDC) of 80% or greater for 12 months are considered adherent.
- Patients with two fills of diabetes medications (excluding insulins), statins, and RAS antagonists (excluding sacubitril/valsartan) are included in the adherence measures.
- Timeline for measurement is January 1 through December 31 of each year.
- ESRD & Hospice patients are excluded.



The Medication Adherence Target for HLN is 90% or greater, which means that 90% of patients who qualify for our Medication Adherence measure need to have a proportion of days covered score of 80% or better!

So what are Payors measuring? Payors measure patients 18 years and older with two fills of diabetes medications, statins, and RAS antagonists. Diabetes medications such as insulin and RAS antagonists such as sacubitril/valsartan are excluded from the adherence measure. Timeline for measurement is January 1 through December 31 of each year.

## Tips for Success: Medication Adherence



### Providing samples

When adjusting a prescription start date to account for samples given, this can positively affect the medication adherence rates.

For example, when initiating a new diabetes medication where a two-week sample has been supplied, adjust the prescription start date by two weeks so that the pharmacy fill date begins appropriately for the medication adherence calculation.

### Epic : Adherence Scores

Remember to check adherence compliance in the meds & orders section of an encounter.

While the scores may not be exact, they can provide an important prompt for compliance conversations to begin.

### What are some Provider Tips for Success? HLN recommends the following:

- a.) When providing samples, patient satisfaction and medication adherence can coexist. When adjusting a prescription start date to account for samples given, this can positively affect the medication adherence rates. For example, when initiating a diabetes medication where a two-week sample has been supplied, adjust the prescription start date by two weeks so that the pharmacy fill date begins appropriately for the medication adherence calculation.
- b.) In addition, remember to check adherence compliance in the meds & orders section of an encounter in Epic. While the scores may not be exact, they can provide an important prompt for compliance conversations to begin. Confirming prescription utilization during each visit is one tool for success.

## Tips for Success: Medication Adherence



Pharmacy	Location	Phone	Courier Delivery	FedEx Delivery
RxONE  Med Plaza	7777 Hennessy Blvd, Ste 114 Baton Rouge, LA 70808	(225)765-8951	Yes	Yes
RxONE  Lake	5000 Hennessy Blvd, Chapel Hallway, Rm 101 Baton Rouge, LA 70808	(225)374-0260	Yes	Yes
O'Donovan Pharmacy	5131 O'Donovan Dr, Ste 402 Baton Rouge, LA 70808	(225)374-0270	Yes	Yes
MidCity Pharmacy	1401 N Foster Dr Baton Rouge, LA 70806	(225)987-9184	Yes	Yes
Lake Children's Pharmacy	8300 Constantin Blvd Baton Rouge, LA 70809	(225)374-1350	Yes	Yes
RxONE  Ascension	1014 W. St. Claire Blvd Ste 1010	(225)271-6098	No	Yes
RxONE  Lourdes	4809 Ambassador Caffery Pkwy, Ste 120A Lafayette, LA 70508	(337)470-4342	Yes	Yes**
RxONE  St Francis	309 Jackson Street, Floor 1 Monroe, LA 71201	(318)966-7242	No	Yes**
RxONE  Tower Drive	2600 Tower Drive, Ste 102 Monroe, LA 71201	(318)966-6290	Yes	No*
OLOA Outpatient Pharmacy	433 Plaza St Bogalusa, LA 70427	(985)730-7219	No	No*

\* Courier Delivery: Retail prescriptions within 25-mile radius of the pharmacy can be delivered by courier. Specialty prescriptions can be delivered anywhere within the State of Louisiana if unable to send via FedEx. Turnaround time can be same day for emergencies, otherwise, it will be the next business day.

\* FedEx Delivery: Turnaround time is 1 to 2 days and at no cost to the patient. However, patients report it can take up to 7 days at this time due to the pandemic and the pharmacy will consider use of alternate delivery if needed prior to 7 days.

\*These locations do not use FedEx; however, FedEx delivery is available from any of the other RxONE locations to patients living in Louisiana.

\*\* RxONE Lourdes and St Francis offer services to patients in Louisiana and Mississippi

- Provide 90-day refills
- Prescribe affordable generics
- Utilize delivery and mail order options
- Delivery options within our own organization include:
  1. Lake Children's Pharmacy
  2. RxOne Med Plaza
  3. RxOne Lake
  4. O'Donovan Pharmacy
  5. Mid City Pharmacy
  6. RxOne Lourdes

### c.) Lastly, Providers can encourage access to meds by Providing 90-day refills, prescribing affordable generics and utilizing delivery options when needed

Delivery options within our own organization are available as shown on this table and include:

- Lake Children's Pharmacy
- RxOne Med Plaza
- RxOne Lake
- O'Donovan Pharmacy
- Mid City Pharmacy
- RxOne Lourdes
- Mail order options include
  - Lake Children's Pharmacy,
  - RxOne Med Plaza,
  - RxOne Lake
  - O'Donovan Pharmacy
  - RxOne Ascension
  - RxOne Lourdes

## Identify Medication Barriers



Common Obstacles	Offer Solutions	
<b>Forgetfulness (in taking or filling)</b>	<ul style="list-style-type: none"> <li>Establish a daily medication routine</li> <li>Pill boxes</li> <li>Single dose packets</li> </ul>	<ul style="list-style-type: none"> <li><b>90-day supply</b></li> <li>Phone app reminders</li> <li>Prescribe daily dosages when possible</li> </ul>
<b>Transportation needs</b>	<ul style="list-style-type: none"> <li>Mail order pharmacies</li> <li><b>Local pharmacy delivery (e.g., RxOne)</b></li> </ul>	<ul style="list-style-type: none"> <li>90-day supply for chronic conditions</li> </ul>
<b>Medication costs</b>	<ul style="list-style-type: none"> <li>Therapeutic alternatives</li> <li>Pharmacy discount programs</li> </ul>	<ul style="list-style-type: none"> <li>Patient Assistance Programs</li> <li>Payor Medication Therapy Management services (free for Medicare patients)</li> </ul>
<b>Perception of benefits or Medication complaints</b>	<ul style="list-style-type: none"> <li>Reinforce benefits of treatment</li> <li>Discuss disease progression (disease specific education)</li> <li>Include the valuable effects of exercise and dietary changes</li> </ul>	<ul style="list-style-type: none"> <li>Address ways to minimize side effects</li> <li>Therapeutic alternatives</li> </ul>
<b>Administration issues</b>	<ul style="list-style-type: none"> <li>Liquid forms (difficulties in swallowing)</li> <li>Re-educate on administration techniques (injections, inhalers)</li> </ul>	<ul style="list-style-type: none"> <li>Suggest speaking with dispensing pharmacist</li> </ul>

As providers engage in invaluable conversations with patients, identifying barriers to medication adherence will promote open communications and improvements in patient outcomes.

Common obstacles include forgetfulness, transportation, medication costs, medication side effects, or even issues with taking the medication. As providers learn which barriers exists, they can offer solutions such as pill boxes, which are useful reminders of when to take medications, or using local pharmacies that deliver when there are transportation needs. If patients are reluctant to continue with a therapy, discuss their specific disease states and address ways to minimize any concerns or side effects. When appropriate, offer therapeutic alternatives, especially if difficulties with swallowing or other mechanical issues are identified.



Quality Reporting		
Diabetes	Hypertension	Hyperlipidemia
<ul style="list-style-type: none"> <li>• Biguanides</li> <li>• Sulfonylureas</li> <li>• Thiazolidinediones</li> <li>• Dipeptidyl peptidase (DPP)-IV inhibitors</li> <li>• Incretin mimetics</li> <li>• Meglitinides</li> <li>• Sodium glucose cotransporter 2 (SGLT2) inhibitors</li> </ul> <p>➤ <b>EXCLUDES:</b></p> <p>➤ <i>Insulins</i></p>	<ul style="list-style-type: none"> <li>• Renin-angiotensin system (RAS) antagonists:               <ul style="list-style-type: none"> <li>○ Angiotensin converting enzyme (ACE) inhibitors</li> <li>○ Angiotensin II receptor blockers (ARBs)</li> <li>○ Direct renin inhibitors</li> </ul> </li> </ul> <p>➤ <b>EXCLUDES:</b></p> <p>➤ <i>Sacubitril/Valsartan</i></p>	<ul style="list-style-type: none"> <li>• Statins               <ul style="list-style-type: none"> <li>• <b>High Intensity</b> <ul style="list-style-type: none"> <li>• Atorvastatin 40-80mg</li> <li>• Rosuvastatin 20-40mg</li> </ul> </li> <li>• <b>Moderate Intensity</b> <ul style="list-style-type: none"> <li>• Atorvastatin 10-20mg</li> <li>• Rosuvastatin 5-10mg</li> <li>• Simvastatin 20-40mg</li> <li>• Pravastatin 40-80mg</li> <li>• Lovastatin 40mg</li> <li>• Fluvastatin 40-80mg</li> <li>• Pitavastatin 1-4mg</li> </ul> </li> </ul> </li> </ul>

Adherence is reached when Rx's are filled enough to cover ≥ 80% of the time a Rx should be taken.  
 ➤ **EXCLUDES** hospice patients and patients with ESRD

Here again is a look at our HEDIS quality reporting for the listed diabetes drug classes that qualify for inclusion, as well as the Hypertension RAS antagonists medication classes and lastly our Statins. While all statins and their dosages are included in the adherence measure and the Statin Use in Persons with Diabetes measure, the HEDIS measure “Statin therapy for patients with Cardiovascular Disease” looks at those who qualify for high to moderate doses during the measurement year. Listed here is a breakdown of high and moderate intensity doses for your convenience.

Patients who are in hospice care and/or have a diagnosis of end stage renal disease are excluded from the medication adherence measures.



## Course Attestation

1. Take out phone
2. Select **Camera** application on phone
3. Scan QR Code
4. Select Website banner
5. Fill out form
6. Course title is **Pharmacy & Med Adherence**
7. Click **Submit Form\***



**\*Credit will not be issued until you complete the attestation form.**

### HLN Orientation Course Attestation

Name \*

First Name  Last Name

Title \*

☐ Physician  
☐ Physician Assistant  
☐ Nurse Practitioner  
☐ Other


Clinic Name \*

Specialty \*

Course Title \*  
Please Select

Date of Course Completion \*  
MM-DD-YYYY

Date



This will conclude HLN's Pharmacy Analytics and Medication Adherence orientation course. Please take out your smart phone and use the camera function to scan the QR code and complete the course attestation form linked to it. Credit for course completion will only be issued if you complete and submit the form.

If you have any questions regarding our pharmacy analytics consultation services, the contact information for HLN's pharmacy analytics consultant, Summer Tripode, is available in your handout. If you would like more information on Relationship-Centered Communication and how this skill can deepen your interactions with patients, please visit the "Introduction to Relationship-Centered Communication" orientation course. Lastly, you will find additional slides in your handout that provide information on pharmacies that offer prescription delivery services.

Thank you and have a wonderful day.

## Additional Information

### **Pharmacy Analytics:**

Summer Tripode, PharmD

Pharmacy Analytics Consultant

[summer.tripode@fmolhs.org](mailto:summer.tripode@fmolhs.org)

### **Relationship-Centered Communication:**


Watch HLN's "Introduction to RCC" orientation course



# Local Delivery Pharmacies

The National Community Pharmacist Association has a search tool to locate independently owned pharmacies that provide local delivery services.

<https://ncpa.org/pharmacy-locator>



## Find Your Local Pharmacy

This locator is our best effort to map independent pharmacies and is intended as a guide for patients. If you know of a location that is missing or an error, please contact us at [NCPA.INFO@ncpa.org](mailto:NCPA.INFO@ncpa.org).

With 19,400 independent community pharmacies across the country, you are never far away from a pharmacist who can provide expert medication counseling.

City & State OR Zip Code

50 mi

Choose Category

SEARCH

City And State Or Zip Is Required

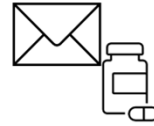
Showing 0 of 0

First

Next

## Mail Order Pharmacies

Wal-Mart Pharmacy	(800)273-3455
Alliance Rx - Walgreens	(877)787-3047
CVS Pharmacy	(800)753-0596
Amazon Pharmacy	(855)745-5725
Mark Cuban Cost Plus Pharmacy	(833)-926-3384



Patients can also check with their **health care plan** for **available mail order and delivery services**.

