



# Medication Adherence

We strive to optimize adherence to our members - your patients. We appreciate your commitment to their positive healthcare experience and everything you do to deliver quality care.



## Quality Measures

Below are three examples of Centers for Medicare and Medicaid Services Star measures that use adherence to evaluate health plans.

Beneficiaries, ages 18 years and older, who had at least two fills of medication(s) listed below on different dates of service and were 80% or more adherent to their medications.

Quality Measure	Description
<b>Medication Adherence for Diabetes (DIAB)*</b>	Oral antidiabetic medications defined as Biguanides, Sulfonylureas, Thiazolidinediones, DPP-IV inhibitors, GLP-1 receptor agonists, Meglitinides, and SGLT2 inhibitors
<b>Medication Adherence for Hypertension (RASA)**</b>	Renin-Angiotensin System (RAS) antagonists defined as ACE inhibitors, ARBs, or Direct Renin Inhibitors
<b>Medication Adherence for Cholesterol (Statins)</b>	Statins

### Exclusions

End-stage renal disease (ESRD), Hospice, \*Insulin use (DIAB only), \*\*Sacubitril-Valsartan use (RASA only).

# Medication Adherence

Use this tip sheet for best practices, and how to talk to your patients about why they need to maintain adherence and how to track medications.

Quality Measure	Description
<b>Medications cost too much.</b>	Check for medications in a lower tier on formulary.
<b>Can't remember to refill their medications.</b>	Talk to your patients about how they can enroll in a refill reminder program with their pharmacy. If a patient has a smart device, have them add calendar reminders (alerts) for medication refills.
<b>Hard to get to the pharmacy.</b>	Have the patient check if their pharmacy offers delivery service. Ask the patient to check with family members or a caregiver for help.
<b>Too many medications to track.</b>	Ask the patient's pharmacy to synchronize medications so they are all filled on the same day. Encourage the use of a pillbox or phone alarms to help patients take their medications each day at the correct time.

## Best Practices to Promote Medication Adherence

**Engage Pharmacist in the members prescription monitoring process! We are here to help.**

- For chronic medications, prescribe refills for one year if applicable.

**Review medications regularly.**

- During each visit, review all medications with the patient.
- When possible, remove medications no longer needed and reduce dosages.

**Check for understanding.**

- Make sure your patients knows why you are prescribing a medication.
- Clearly explain what they are, what they do and how to manage potential side effects.

**For Medicare only:**

Home delivery through Express Scripts is currently our preferred service. Prescribers can fax or e-prescribe member prescriptions to Express Scripts at 1-833-750-020, or visit [www.express-scripts.com/rx](http://www.express-scripts.com/rx) for more information.

For assistance with pharmacy services, please contact the Pharmacy Case Management Team at 943-202-242, Monday – Friday, 9 a.m. – 4:30 p.m.

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