

Rite Aid's Onetrip refill

(Medication Synchronization/Appointment Based Model)

MEDICATION SYNCHRONIZATION

You'll hear more buzz about using "medication synchronization" to improve adherence...by allowing patients to pick up refills on the same day.

Med sync is also part of the "Appointment Based Model"...where patients come in for their meds and have a set time to talk with you.

This approach can improve adherence...help you find med problems...and is an easier, PROACTIVE way of managing meds for you and the patient.

Med sync may also help your pharmacy positively impact Star Ratings.

One strategy to sync up meds is to fill Rx's a few days early or late using the insurance "grace period"...but this can be tricky.

Use these tips and work with your employer to offer med sync.

Pharmacy preparation. Identify a "champion" to lead the project. Work with your techs to organize a space, forms, and filing system.

Rx synchronization. This process gets meds lined up for the "appointment day"...when patients will pick up Rx's and meet with you.

List all chronic Rx's to be synced. Exclude those that don't sync well...PRN meds, eye drops, topicals, some unit-dose packs, etc.

The highest-cost Rx is often chosen as the "anchor." Calculate the quantity of other Rx's needed to sync them to the anchor's fill date.

Then, fill just those amounts...and request new Rx's from the prescriber.

Explain the process with fax forms in our PL Detail-Document.

Inform patients about one-time costs. Explain Medicare D plans now prorate "short fills" for med sync. Use override code 47 if needed for the short fill...and 48 for a "refill too soon" reject on the next fill.

For non-Medicare D plans, call to ask for an early override. Some states now require insurers to prorate...more will likely follow.

Pre-appointment call. Train your techs to gather key patient info during these calls...about a week before each appointment day.

They should confirm each Rx to be filled...ask if any meds were stopped or added...and if hospital or doctor visits led to any Rx changes.

Remind techs to schedule any pharmacy services the patient needs on the appointment day...and to direct clinical questions to you.

Work as a team to order inventory or request refills if needed. Fill all the Rx's once the med list is confirmed and problems are resolved.

Appointment day. When patients pick up their Rx's, consider it prime time for comprehensive med reviews, counseling, giving vaccines, etc. Tailor this "appointment" to your patient's needs...and keep in mind that this one-on-one time is key to engage patients and boost adherence.

See our PL Detail-Document, *The Basics of Med Sync*, for tips to get started plus sample forms, schedules, prescriber letters, and more.³⁰¹⁰⁰⁷

Importance Of Synchronization

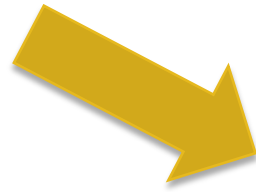
- ▶ Non-adherence costs the US healthcare system \$100 billion to \$289 billion annually
- ▶ The complexity of a patient's therapy influence medication adherence
 - ▶ Standardizing medication schedules can improve medication adherence and health outcomes
- ▶ Improved adherence starts with a streamlined refill process and pharmacist-patient collaboration to resolve medication related issues

Background

- ▶ PROACTIVE approach to med management
- ▶ Benefits to the patient
 - ▶ Convenience, fewer trips to the pharmacy
 - ▶ One-on-one time with the pharmacist
 - ▶ Improved adherence and satisfaction
- ▶ Benefits to the pharmacy
 - ▶ Fewer “on-demand” requests
 - ▶ Spot med-related problems
 - ▶ Strengthen relationships with patients and prescribers

Onetrip Refill Process

Medication
Synchronization



Impact On Adherence

- ▶ Thrifty White Pharmacy study
 - ▶ Appointment-based medication synchronization
 - ▶ Key outcome of interest was adherence
 - ▶ Measured using Proportion of Days Covered (PDC)
 - ▶ Patients were considered adherent with a PDC ≥ 0.8
 - ▶ P-value of < 0.05 considered statistically significant

Key Results

- ▶ Patients enrolled in synchronization program had significantly higher adherence
 - ▶ Study Group
 - ▶ PDC of 0.8 to 0.87
 - ▶ P-value < 0.05
 - ▶ 3.4 to 6.1 times greater odds of adherence
 - ▶ P-value < 0.05
 - ▶ Control Group
 - ▶ 0.58-0.63—control group PDC

Preparation

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graph TD; A[Preparation] --> B[Rx Synchronization]; B --> C[Pre-appointment call]; C --> D[Appointment day];
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Rx Synchronization

Pre-appointment call

Appointment day

Rite Aid OneTrip Refills

- ▶ Identification of patients within our dispensing system
- ▶ Systematically identified patient encounter
 - ▶ Patients taking two or more maintenance medications
 - ▶ Medicare Part D
- ▶ Direct Pharmacist to patient engagement

Rite Aid OneTrip Refills

- ▶ Pharmacist performs a complete medication review with the patient
 - ▶ Discuss with patient current medication therapy/adherence
 - ▶ Addresses any concerns
 - ▶ Potential duplicate therapy/gaps in therapy
 - ▶ Work with the patient to best determine target date
 - ▶ Identification of any prescriptions that would require 'short fill'

Rx Synchronization

- ▶ One-time process to line up medications for pick-up on the “appointment day”
- ▶ Make a list of all chronic medication to be synced
 - ▶ Exclude PRN meds, eye drops, topicals, some unit-dose packs, etc
- ▶ Select the “anchor” med
 - ▶ Usually the most expensive
- ▶ Calculate the quantity of other meds needed to sync up with the anchor’s fill date

Rx Synchronization

- ▶ Use “short fills” to sync meds
 - ▶ Use existing prescription, or request new prescription for partial fill
- ▶ Request any new prescriptions to be put on hold
- ▶ Let patients know about any one-time costs
 - ▶ Medicare Part D prorates “short fills” for med sync
 - ▶ Submission Clarification Code 47 for the short fill
 - ▶ Submission Clarification Code 48 for “refill too soon” reject on next fill
 - ▶ For other plans, call for an override if needed

Pre Appointment Call

▶ Pre Appointment Call

- ▶ Automated process contacts the patient 5-7 days prior to their target date. Three potential patient response:
 - ▶ Yes- All of their enrolled prescriptions refilled. Prescriptions will be filled ready for pickup on selected target date
 - ▶ Yes with changes- Patient notified that a Pharmacist will contact the patient regarding their OneTrip Refills order. In this scenario the patient may need a prescription removed or an acute medication refilled with their OneTrip Refills order
 - ▶ No or No response at all - Patient notified that a Pharmacist will contact the patient to discuss their OneTrip Refills order. In this scenario the patient may have been hospitalized or has a change in medication therapy.

Pre-Appointment Call

- ▶ Finalize list of prescriptions to fill
- ▶ Resolve any problems as needed
 - ▶ Order inventory
 - ▶ Request refills
 - ▶ Handle insurance issues
- ▶ Fill all meds before the appointment day

Appointment Day

- ▶ Appointment Day
 - ▶ Patient picks up their OneTrip Refills order
 - ▶ Patient has the opportunity to speak one on one with Pharmacist each month reviewing:
 - ▶ Education/Counseling
 - ▶ Compliance/adherence
 - ▶ Recommended Immunizations
 - ▶ Patient concerns
 - ▶ Additional clinical services
 - ▶ MTM services, health screenings, etc

Opportunity For Partnership



Promote
adherence

Improve
outcomes

Lower overall
healthcare
costs

Conclusion

- ▶ Pharmacies can play an important role in adherence and improve overall patient care by utilizing programs like appointment based medication synchronization
- ▶ Model has demonstrated to increase patient adherence
 - ▶ Benefit for both pharmacy and payers
- ▶ OneTrip Refill will drive patient outcomes and lower overall healthcare costs