

## 5-Star Best Practices ★★★★★

- **Ask your patient:** *"In order to make sure you are getting the most out of your medications, can I ask you a few questions to better understand your needs and offer ways to help you?"*
- **Go** through each of the **FIVE** questions below.
- **Provide** strategies to address adherence.

### Question 1: Can you tell me about all the medications you take?

If the Patient:	Then:
<ul style="list-style-type: none"> <li>• Cannot list the medications prescribed</li> <li>• Does not understand why they are prescribed medications</li> <li>• Takes "other medications my friends told me about"</li> <li>• Does not pick up or refill medications from pharmacy</li> <li>• Takes more or less of a medication than what the doctor prescribed</li> </ul>	<p>Let the doctor know the patient may have trouble understanding medications. Verify the doctor will:</p> <ul style="list-style-type: none"> <li>• Perform a full medication reconciliation</li> <li>• Explain why the patient is taking each medicine, how to take it and what side effects to expect</li> <li>• Simplify the patient's medications, reduce doses and remove unnecessary medications</li> </ul>

### Question 2: Are you having trouble taking your medications due to the cost? If so, what do you do?

If the Patient:	Then:
<ul style="list-style-type: none"> <li>• Doesn't pick up medications at the pharmacy</li> <li>• Only picks up some medications at the pharmacy</li> <li>• Cuts pills in half</li> <li>• Obtains medications from another source (e.g., VA, another country, friends)</li> </ul>	<p>Let the doctor know the patient may have trouble with the cost of medications. Verify the doctor will:</p> <ul style="list-style-type: none"> <li>• Fill maintenance medications through Preferred pharmacies and home delivery from Express Scripts® Pharmacy to help reduce copays. Most SCAN members will pay \$0 for Tier 1 and Tier 2 drugs when they order up to a 3-month supply (up to 100 days).<sup>*</sup> Preferred pharmacies include but are not limited to CVS, Express Scripts Pharmacy, Rite Aid, Walmart, Costco, Safeway/Albertsons, SortPak and many more</li> <li>• Simplify the patient's medications, reduce doses and remove unnecessary medications</li> <li>• Explain that sharing medications can be harmful</li> <li>• Patients with limited income may qualify for Extra Help to pay for their medications. To see if they're eligible, instruct them to call MEDICARE at 800-633-4227</li> </ul>

<sup>\*</sup> Rx Benefits may vary by plan/county/pharmacy type/day supply/Part D benefits stage. Check the Evidence of Coverage or call SCAN Member Services for details.

### Question 3: How do you remind yourself to take your medications?

If the Patient:	Then:
<ul style="list-style-type: none"> <li>• Skips doses</li> <li>• Stops taking their medications</li> <li>• Forgets to take their medications</li> <li>• Can't open bottles, can't read bottle labels for dosage instructions</li> <li>• Fills different medications at different times during the month</li> </ul>	<p>Share the following recommendations:</p> <ul style="list-style-type: none"> <li>• Create a consistent routine               <ul style="list-style-type: none"> <li>- Take medication at the same time and place daily</li> <li>- Combine taking medication with a daily task (i.e. brushing teeth or after eating)</li> </ul> </li> <li>• Use sticky notes as reminders, place them in common areas (mirror, refrigerator, etc.)</li> <li>• Use a pill box to organize taking medicines</li> <li>• Set smartphone reminders</li> <li>• Request easy-open caps and large-print labels</li> <li>• Ask the pharmacist to synchronize medications, allowing them all to be picked up at the same time</li> <li>• Sign up for an auto-refill or refill reminder program</li> </ul>

### Question 4: How do you feel after taking your medication?

If the Patient:	Then:
<ul style="list-style-type: none"> <li>• Stops taking their medication because of side effects</li> </ul>	<p>Let the doctor know the patient may have trouble with medication side effects. Verify the doctor will:</p> <ul style="list-style-type: none"> <li>• Prescribe an alternative medication with fewer or no side effects</li> <li>• Discuss ways the patient can manage the side effects</li> </ul>

### Question 5: How do you get your medications from the pharmacy?

If the Patient:	Then:
<ul style="list-style-type: none"> <li>• Has trouble getting to the pharmacy</li> <li>• Doesn't have adequate transportation to get to the pharmacy</li> <li>• Says pharmacy is too far away</li> </ul>	<p>Share the following recommendations:</p> <ul style="list-style-type: none"> <li>• Fill maintenance medications through home delivery from Express Scripts Pharmacy by calling 866-553-4125</li> <li>• Ask the pharmacist to synchronize medications, allowing them to pick up all medications at once</li> <li>• Use transportation benefit to get to and from the pharmacy. Members can check their Evidence of Coverage or call SCAN Member Services to see if they qualify</li> </ul> <p>Let the doctor know the patient has trouble getting to the pharmacy. Verify the doctor will:</p> <ul style="list-style-type: none"> <li>• Prescribe a 3-month supply of medications for fewer pharmacy trips</li> </ul>

The most up-to-date list of SCAN-covered drugs is on our website.

To search by drug, for a PDF of a specific SCAN plan Formulary and for monthly updates and other information, visit [www.scanhealthplan.com/formulary](http://www.scanhealthplan.com/formulary).

For questions or to schedule a training, contact us at: [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com)

P798-5 04/25