

## 5-Star Best Practices ★★★★★

### What are the Measures?

Measure	Description	Clinical Goal	Measure Weight	Exclusions
<ul style="list-style-type: none"> <li>Medication Adherence for Diabetes Medications</li> <li>Medication Adherence for Hypertension (RAS antagonists)</li> <li>Medication Adherence for Cholesterol (Statins)</li> </ul>	Percentage of patients who fill their prescription ≥ 80% of the time they are supposed to be taking medication	Adherence and compliance to maintenance medications	3 each	<ul style="list-style-type: none"> <li>Hospice</li> <li>End Stage Renal Disease</li> <li>Diabetes measure only: insulin</li> <li>Hypertension measure only: Entresto (sacubitril/valsartan)</li> </ul>

### Why is Adherence to These Medications Important?

- Medication adherence to medication for diabetes, hypertension, and cholesterol is important in preventing poor clinical outcomes, complications, and death.
- Improved adherence can reduce healthcare costs by decreasing hospitalizations and emergency room visits.

### How Can the Medical Group Improve Performance?

- Build an electronic medical record alert to notify providers of patients who are non-adherent
- Leverage the SCAN Pharmacy Reports to prioritize outreach opportunities
- Develop a pharmacist protocol to initiate refills and manage treatment for diabetes, hypertension, and high cholesterol
- Prescribe a 3-month (up to 100 day) supply of maintenance medications
- Educate providers on pharmacy measures. Encourage them to assess for and code any appropriate exclusions at every encounter
- Instruct patient to fill their medications using their pharmacy benefit. Prescriptions filled through discount cards, cash, or medication samples will not count
- Consider the following formulary adherence medications for patients who are eligible for these measures:

	Tier 1 (Preferred Generic)	Tier 2 (Generic)	Tier 3 (Preferred Brand)
<b>Cholesterol</b>	atorvastatin, lovastatin, pravastatin, rosuvastatin, simvastatin	atorvastatin & amlodipine <sup>1</sup>	ezetimibe-simvastatin
<b>Diabetes</b>	glimepiride, glipizide, glipizide ER, glipizide & metformin, metformin, metformin ER, pioglitazone	glimepiride & pioglitazone <sup>1</sup> , nateglinide, pioglitazone & metformin, repaglinide	Bydureon Bcise <sup>2,3</sup> , Farxiga <sup>2</sup> , Glyxambi <sup>2</sup> , Janumet <sup>1</sup> , Janumet <sup>2</sup> XR <sup>2</sup> , Januvia <sup>2</sup> , Jardiance <sup>2</sup> , Jentadueto <sup>2</sup> , Jentadueto <sup>2</sup> XR <sup>2</sup> , Mounjaro <sup>2,3</sup> , Ozempic <sup>2,3</sup> , Rybelsus <sup>2,3</sup> , Synjardy <sup>2</sup> , Synjardy <sup>2</sup> XR <sup>2</sup> , Tradjenta <sup>2</sup> , Trijardy <sup>2</sup> XR <sup>2</sup> , Trulicity <sup>2,3</sup> , Xigduo <sup>2</sup> XR <sup>2</sup>
<b>Hypertension</b>	amlodipine & benazepril, benazepril <sup>4</sup> , captopril, enalapril <sup>4</sup> , fosinopril <sup>4</sup> , irbesartan <sup>4</sup> , lisinopril <sup>4</sup> , losartan <sup>4</sup> , moexipril, perindopril, quinapril <sup>4</sup> , ramipril, trandolapril, valsartan <sup>4</sup> , valsartan & amlodipine	amlodipine & valsartan & HCTZ, candesartan, olmesartan <sup>4</sup> , olmesartan & amlodipine <sup>4</sup> , telmisartan	aliskiren

1 = Can be used to treat both high cholesterol and high blood pressure; 2 = Quantities dispensed are limited; 3 = Prior authorization applies; 4 = Drugs that are also available in combination with HCTZ

## Helpful Tips to Improve Adherence

<b>If patients tell you that paying for medications is difficult, encourage them to:</b>	
<b>Make it mail-order.</b>	Most SCAN members who get their medications through home delivery from Express Scripts Pharmacy will pay \$0 for Tier 1 and Tier 2 drugs. Other medications get Preferred pharmacy pricing and free shipping. It's easy to start home delivery; members can call 866-553-4125.
<b>Use a Preferred pharmacy.</b>	Most SCAN members who get their medications at a Preferred pharmacy will pay \$0 for Tier 1 and Tier 2 drugs. Many other drugs get Preferred pharmacy pricing. To find a Preferred pharmacy, visit <a href="https://scanhealthplan.com/pharmacy">scanhealthplan.com/pharmacy</a> (click the box "Preferred pharmacies") or call SCAN Member Services.
<b>Choose a lower-cost alternative.</b>	Encourage patients to talk to their doctor about switching to a lower-cost therapeutic alternative. It may not have the same ingredients, but it can have the same effect. Visit SCAN's Formulary at <a href="https://scanhealthplan.com/findadrug">scanhealthplan.com/findadrug</a> .
<b>Get Extra Help.</b>	SCAN members may qualify for Medicare's Extra Help to pay for prescription drug costs. If eligible, Extra Help could pay nearly 100 percent of member drug costs. To see if they're eligible for Extra Help, patients can call Medicare at 800-633-4227 or the Social Security Office at 800-772-1213.
<b>If patients tell you their medications have unpleasant side effects, encourage them to:</b>	
<b>Talk to their doctor.</b>	Sometimes taking the medication a certain way can alleviate side effects. There also may be other medications that work but with fewer/no side effects. Encourage patients to talk to their doctor or pharmacist.
<b>If patients tell you they don't think they need to take their medications anymore, encourage them to:</b>	
<b>Talk to their doctor.</b>	When a medication is working, they may notice their symptoms might go away or they may not feel differently—tell them to continue taking the medication as prescribed and to talk to their doctor.
<b>If patients tell you they forget to take their medications sometimes, encourage them to:</b>	
<b>Create a routine.</b>	Try taking medications at the same time and same place. For instance, if they take a medication first thing in the morning, set it out next to their toothbrush the night before.
<b>Use a pill box.</b>	Pill boxes are a handy way to organize medications by day/week. Encourage patients to consider making a medication checklist so they'll never be uncertain if it's time to take their prescription.
<b>Sign up for auto-refill.</b>	Many pharmacies, including Express Scripts Pharmacy, have auto-refill programs for the medications patients take every day. Encourage patients to sign up.
<b>Set reminders.</b>	Set an alarm clock or watch to alert them to take a medication. If they have a smartphone, they can set a timer, use a reminder app or write a note on the bathroom mirror.
<b>If patients tell you they're not sure how to take their medications, encourage them to:</b>	
<b>Talk to their doctor or pharmacist.</b>	Make sure patients review medications with their doctor or pharmacist to answer medication questions.
<b>If patients tell you they have trouble getting to the pharmacy, encourage them to:</b>	
<b>Switch to a 3-month supply.</b>	Having a 3-month supply on hand means fewer trips to the pharmacy.
<b>Use home delivery.</b>	Tell them to call Express Scripts Pharmacy at 866-553-4125 to get medications through mail-order.
<b>Synchronize prescriptions.</b>	Many pharmacies can schedule their prescription refills so that they're ready for pick up at the same time. Encourage patients to talk to their pharmacist about synchronizing their medications.
<b>Use transportation benefit.</b>	Some SCAN plans offer a transportation benefit that helps members get to the pharmacy. They should check their Evidence of Coverage or call SCAN Member Services to see if they qualify.

### Resources

- [1] Pharmacy Quality Alliance: PQA Measure Overview. [https://www.pqaalliance.org/assets/Measures/PQA\\_Measures\\_Overview.pdf](https://www.pqaalliance.org/assets/Measures/PQA_Measures_Overview.pdf)
- [2] Seabury SA, Dougherty JS, Sullivan J. Medication adherence as a measure of the quality of care provided by physicians. *Am J Manag Care.* 2019;25(2):78-83.
- [3] Centers for Medicare & Medicaid Services. 2021 National Impact Assessment of the Centers for Medicare & Medicaid Services (CMS) Quality Measures Report. Baltimore, MD: U.S. Department of Health and Human Services; 2021. <https://www.cms.gov/Medicare/Quality-Initiatives-PatientAssessment-Instruments/QualityMeasures/National-ImpactAssessment-of-the-Centers-for-Medicare-and-MedicaidServices-CMS-Quality-Measures-Reports>