



PBM Webinar Series

# PBMs Protecting Members

March 12, 2019 | 2:30 PM ET

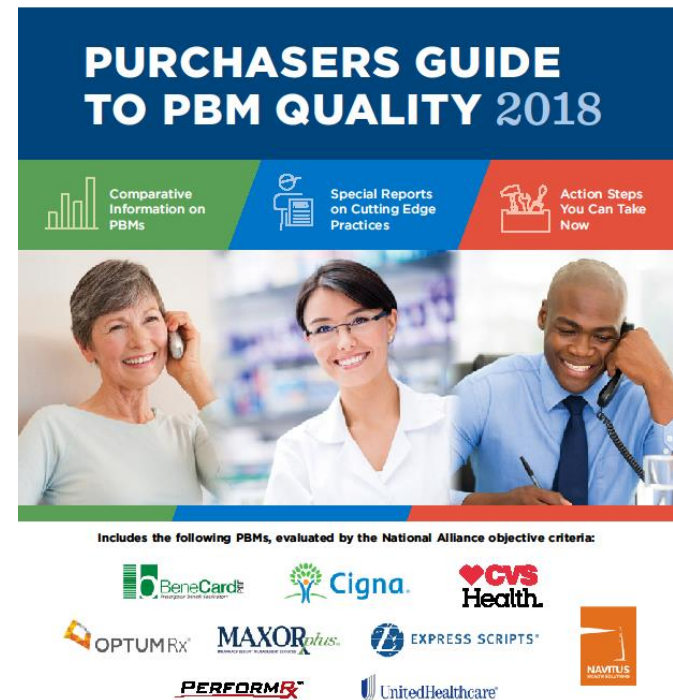


# About the National Alliance PBM Assessment Tool



The PBM Assessment Tool is drawn from a subset of eValue8, an evidence-based tool that measures and evaluates pharmacy benefits and health plan performance. It asks probing questions about how PBMs manage critical processes that control costs and improve the health of an employer's population.

Through the results of the tool, plans learn what they need to do to align their strategies with purchaser expectations to maximize the value of the health care investment. This tool is a transformational resource to help National Alliance member coalitions lead in improving health and value of health care services in their communities by advancing value-based purchasing.



# Speakers



**Clare Hunter**  
Clinical Account  
Executive  
**Arxcel**



**John D Hooser RPh**  
Clinical Director –  
Supply Chain  
Customer Solutions  
**Express Scripts**



**Courtney McMahon,**  
**PharmD, BCACP**  
Pharmacist Supervisor,  
Clinical Outcomes &  
Therapeutic Optimization  
**PerformRX**



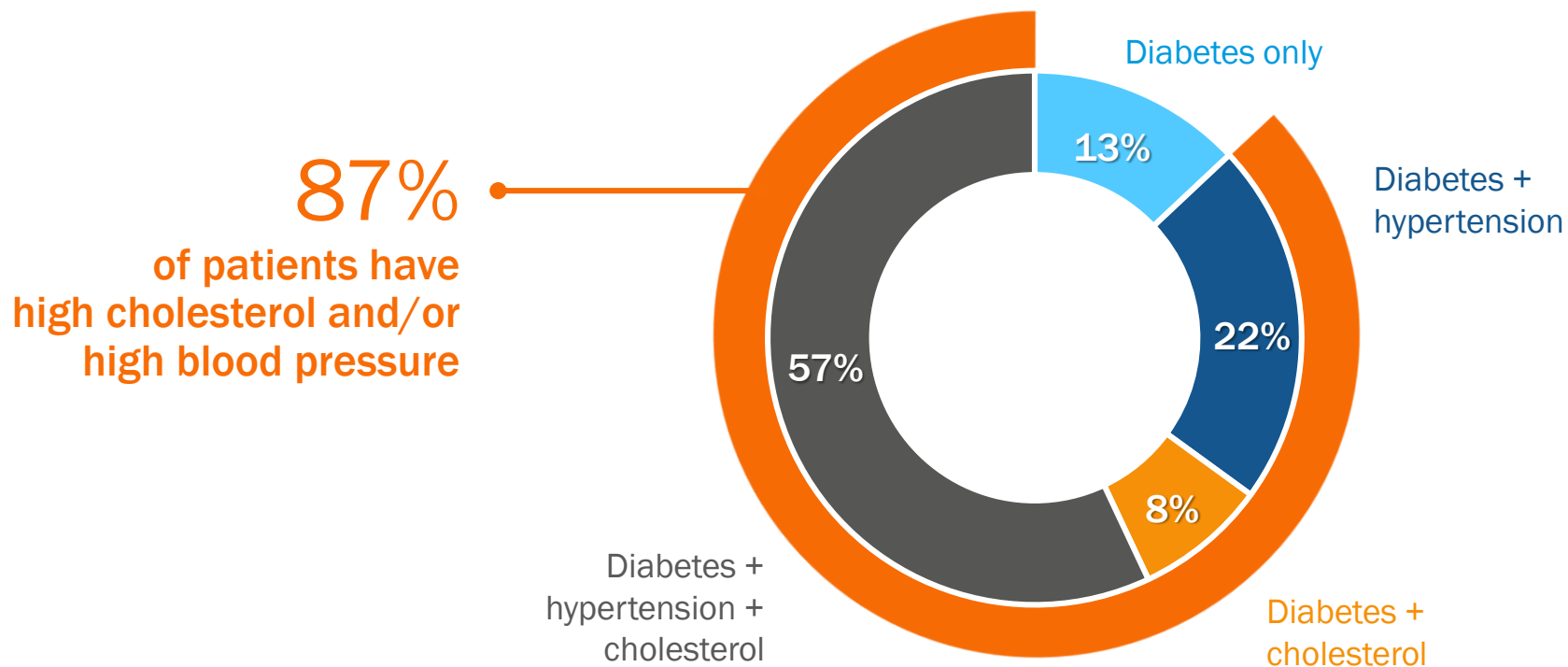
**Binal Patel, RPh, BCGP**  
Supervisor, Clinical  
Outcomes & Therapeutic  
Optimization  
**PerformRX**

# Working with our partners to make healthcare better for everyone



Clearer measurement that connects **services** to **outcomes**

# Comorbidities: the hidden challenge





# Metrics Driving Pharmacy Performance

## BETTER PERFORMANCE BENEFITS EVERYONE

Express Scripts exposes opportunity in pharmacy networks with our **Performance Network program** which reimburses pharmacies based on how they meet adherence and treatment goals. By setting goals and rewarding performance, clients, pharmacies and members get better results...together.



### CONCURRENT USE<sup>1</sup> **OPIOIDS AND BENZODIAZEPINES**

The opioid epidemic is one of the biggest challenges in medicine today.



### MEDICATION ADHERENCE<sup>2</sup> **DIABETES**

Diabetes affects over 30 million people in the US.<sup>4</sup>



### MEDICATION ADHERENCE<sup>2</sup> **CHOLESTEROL**

One in three adults in the US suffers from high cholesterol.<sup>4</sup>



### MEDICATION ADHERENCE<sup>2</sup> **HYPERTENSION**

High blood pressure, or hypertension, is a contributing factor in almost 1,100 deaths per day.<sup>4</sup>



### MEDICATION THERAPY<sup>3</sup> **PERSONS WITH ASTHMA**

25 million adults, or 8% of the population, in the US have asthma.<sup>4</sup>

### Members

- Better health outcomes in five critical areas
- Better adherence because of pharmacy metrics
- Savings when they fill prescriptions in network pharmacies

### Pharmacies

- Reimbursements based on performance metrics
- Tools to monitor performance
- Annual performance evaluations

### Clients

- Plan savings of up to \$2 per claim<sup>5</sup>
- Additional savings on total plan costs due to better member health
- Ability to track pharmacy network performance



**Better performance leads to better health and better reimbursements**

Contact your account team today to find out how you can tie your pharmacy network performance to your members' health outcomes

<sup>1</sup> NGA Medication Safety Use for Concurrent Use of Opioids and Benzodiazepines  
<sup>2</sup> Adherence based on proportion of days covered - Pharmacy Quality Alliance (PQA)

<sup>3</sup> PQA, Medication Therapy for persons with Asthma  
<sup>4</sup> Centers for Disease Control and Prevention  
<sup>5</sup> Average client savings is \$2/claim. Savings may vary

# It's More Than Dispensing



Pharmacists innovate to provide the right counsel that fits within their **store model**, **unique population** and **member medication needs**

# Exposing opportunity by connecting pharmacy services to outcomes



**PATIENTS INTERACT WITH  
PHARMACISTS UP TO 12X  
YEAR<sup>1</sup>**

Enhancing the pharmacist-provider and pharmacist-patient communication can lead to significant breakthroughs in medication adherence<sup>2</sup>

<sup>1</sup> Based on member filling prescription 1x per month

<sup>2</sup> <http://www.pharmacytimes.com/future-of-pharmacy/lets-talk-medication-adherence>



Defined Network of Pharmacies

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Enhanced Member Engagement

.....



Measureable Member Outcomes

.....



Reward Pharmacies Based on Performance



# Discussion



**Clare Hunter**  
Clinical Account  
Executive  
**Arxcel**




**John D Hooser RPh**  
Clinical Director – Supply  
Chain Customer Solutions  
**Express Scripts**

# Readmissions Program

Binal Patel, RPh, BCGP

Courtney McMahon, PharmD, BCACP



 **Binal Patel, RPh, BCGP**  
Supervisor, Clinical Outcomes and Therapeutic Optimization  
PerformRx

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Readmissions Program

# PRESENTATION GOALS

*PERFORM*<sub>SM</sub>*R*<sub>X</sub>

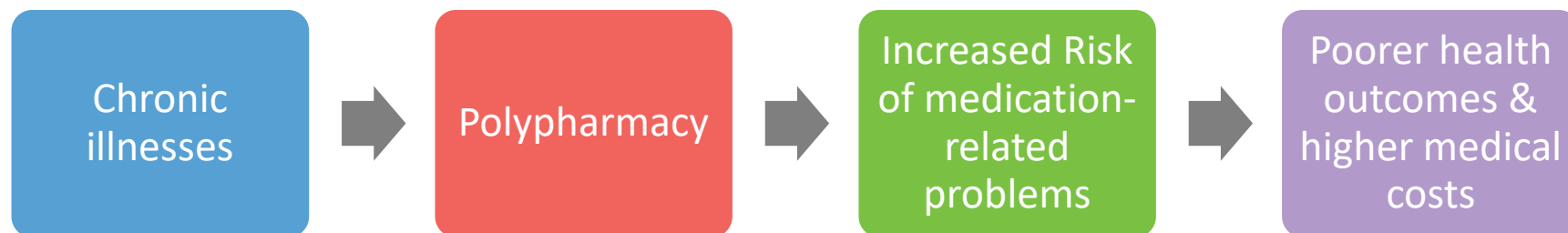
- ❖ Establish the need for a readmissions program
- ❖ Describe the design of a readmissions program at the Pharmacy Benefits Manager (PBM) level
- ❖ Review program results
- ❖ Highlight program replication and provider impact
- ❖ Discuss areas for program enhancement

Readmissions Program

# BACKGROUND

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### Comprehensive Medication Reviews:

- 💊 Identify and resolve medication-related problems
- 💊 Prevent costly medication-related complications

There are at least 1.5 million preventable adverse drug events that occur in the US each year<sup>1</sup>



Medication related discrepancies and adverse drug events are leading causes of hospital readmissions  
*(many of which are preventable with proper coordination of care and patient education)*<sup>2</sup>

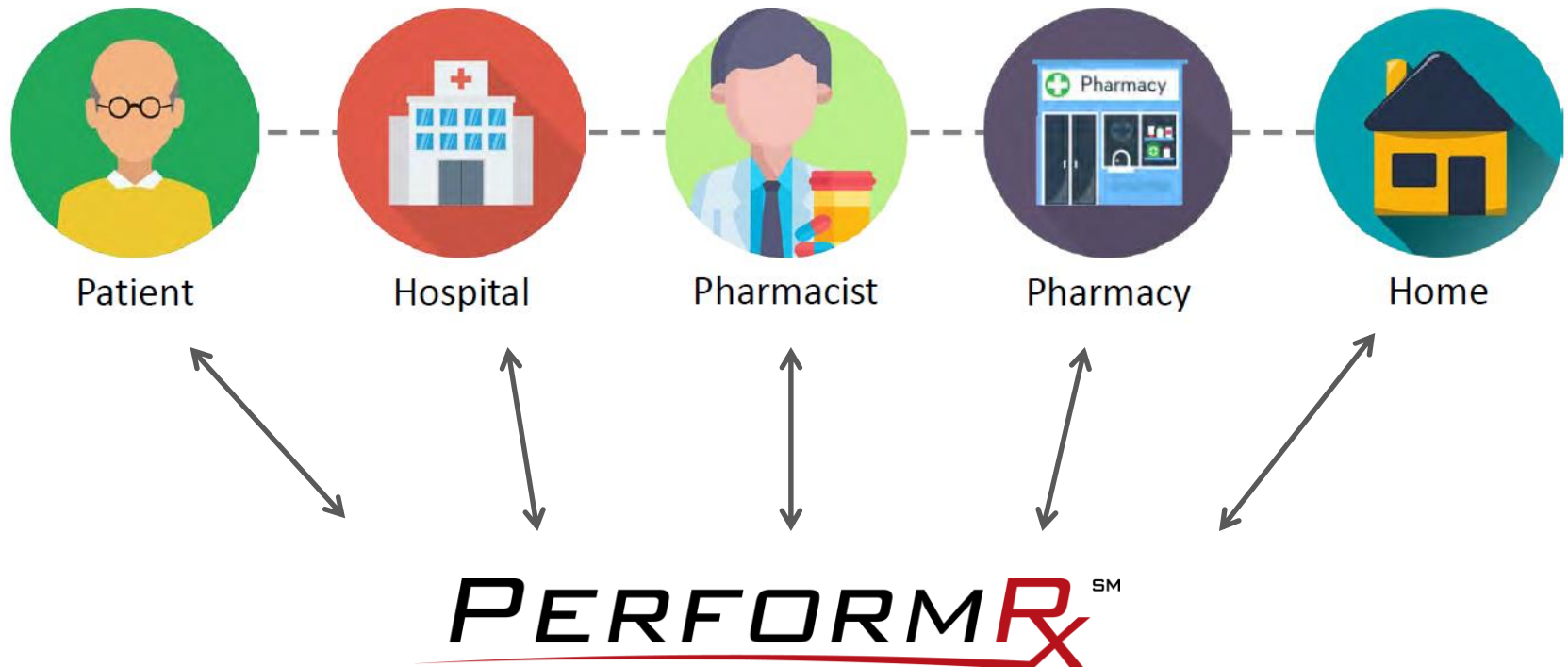


80% of serious medical errors are attributed to miscommunications between caregivers during transitions of care<sup>3</sup>

- ❖ Pharmacists are qualified to complete medication reviews
- ❖ Challenges at the retail pharmacy level:
  - Time
  - Resources
  - Incomplete pharmacy records



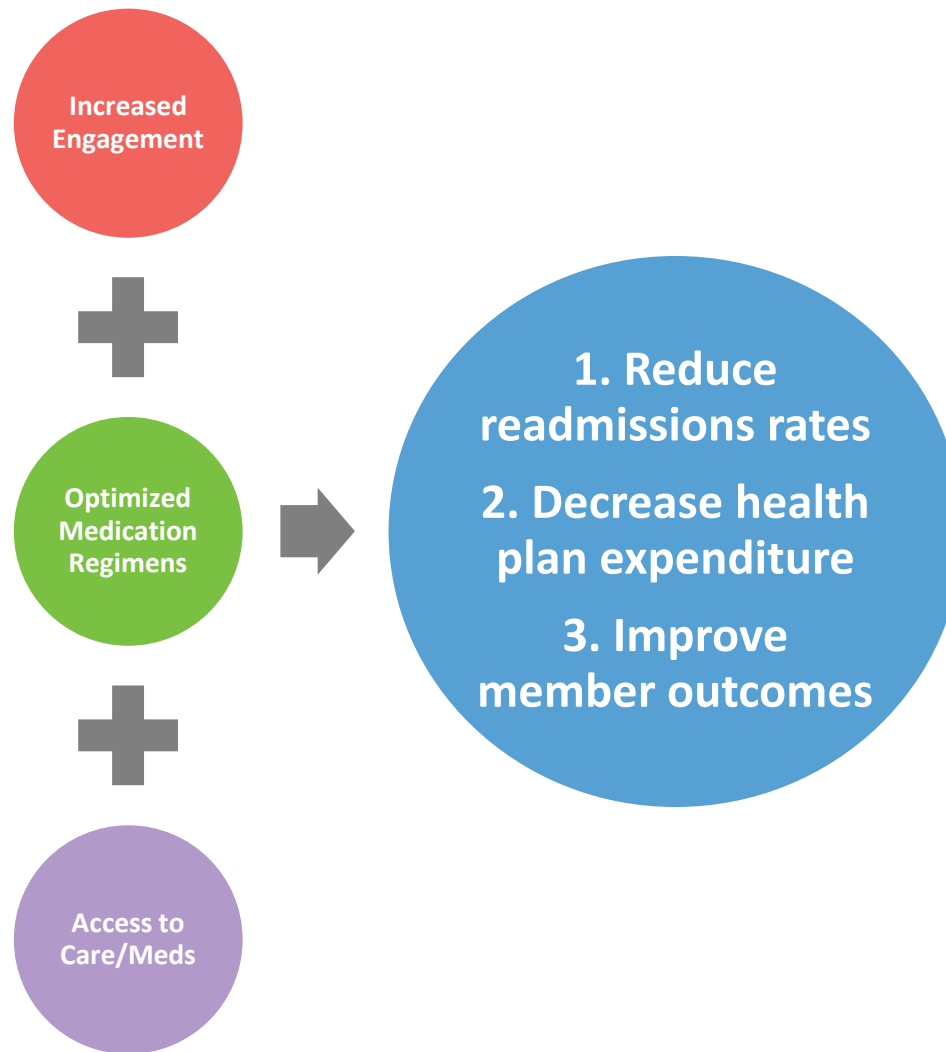
- ❖ PBM Pharmacists are in the perfect position to help facilitate transitions of care and medication reconciliation



Readmissions Program

# PROGRAM GOALS

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Readmissions Program

# PROGRAM DESIGN

*PERFORM*<sub>SM</sub>*R*<sub>X</sub>



# Identification

- 💊 A daily readmission report identifies members currently in the hospital and recently discharged
  - Member information
  - Reason for admission
  - Discharge date
  - Hospital information
  - Primary care provider information
- 💊 Pharmacist will prioritize members with multiple readmissions into the hospital
- 💊 Typically health conditions that are unlikely to be impacted by pharmacist intervention will be excluded or non-prioritized

# Medication Review

- ❖ Pharmacist will review member profile to assess the following:
  - Pharmacy claims
  - Medical claims
  - Discharge summary (if available)
- ❖ Pharmacist will assess current and new medications and identify potential medication-related problems
  - Examples: Duplicate Therapy, Drug Interactions, Adherence Issues, Formulary Management Issues

# Outreach

- Medication Reviews
- Telephonic outreaches:
  - Within 72 hours of discharge
  - As needed thereafter for continued follow-up (pharmacist's discretion)
- If the pharmacist is unable to reach a member, a health plan care manager is utilized to assist efforts



## Pharmacist Intervention

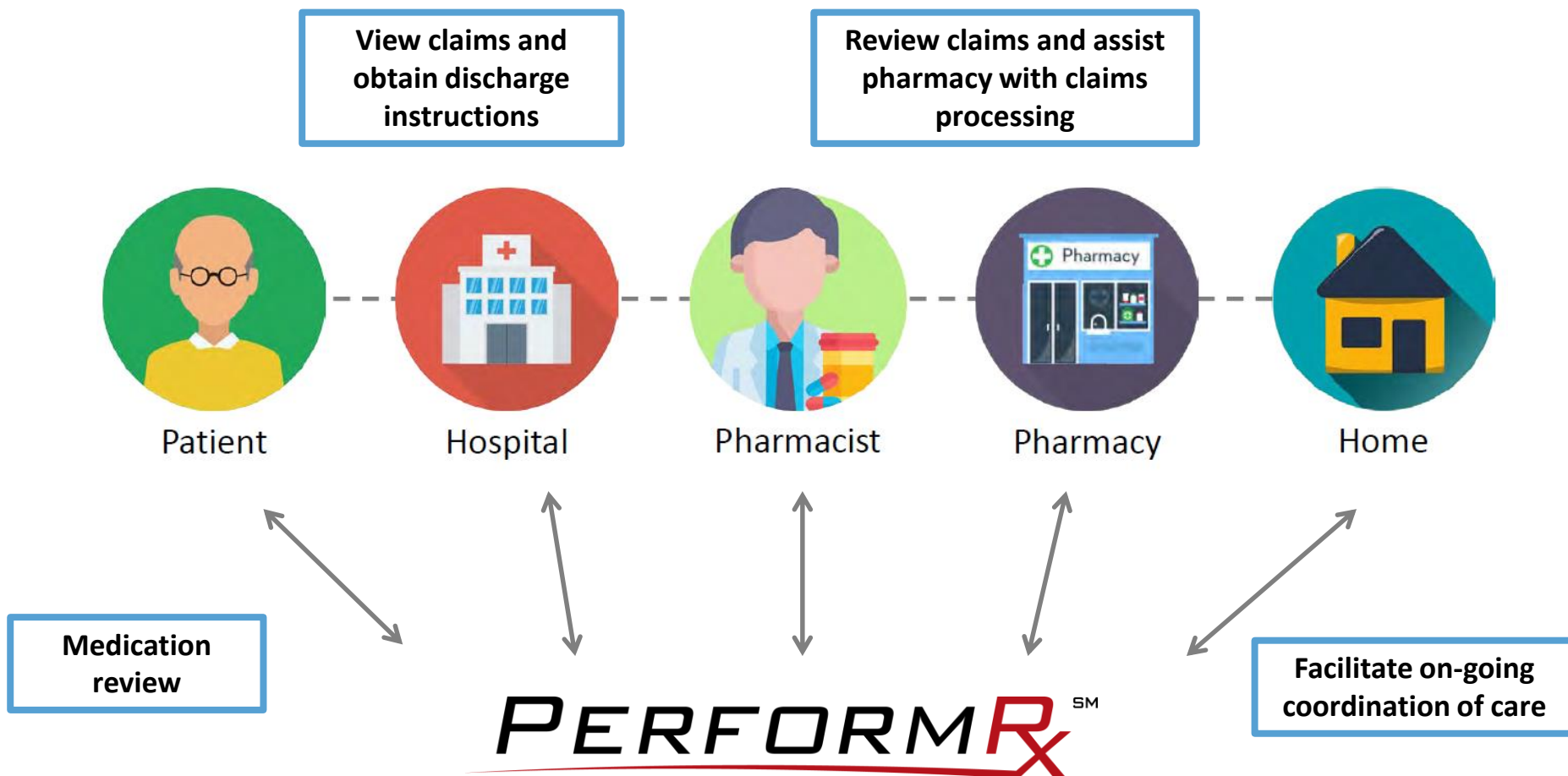
- If and when pharmacist makes contact with member, member interventions will be addressed during consultation (i.e. medication adherence issue)
- When necessary, pharmacists will intervene directly with the provider
  - Interventions are communicated by fax and/or telephonically
  - Communication will include a description of the problem identified and a recommended intervention
- Pharmacist can refer a member to the health plan for case management services if needed based on information obtained during consultation



## Outcome determination



- 🩹 If warranted, the technician or pharmacist performs a follow-up analysis (no more than 90 days from the identified admission date) of the intervention to determine outcome
  - Accepted
  - Not Accepted



Readmissions Program

# PROGRAM RESULTS

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↓ **44.4%**  
30-day  
Readmission Rate

↓ **57.3%**  
Inpatient Healthcare  
Utilization






↓ **42.9 %**  
Total Healthcare  
Cost

Readmissions Program

# PROGRAM REPLICATION AND PROVIDER IMPACT

*PERFORM*<sub>Rx</sub><sup>SM</sup>

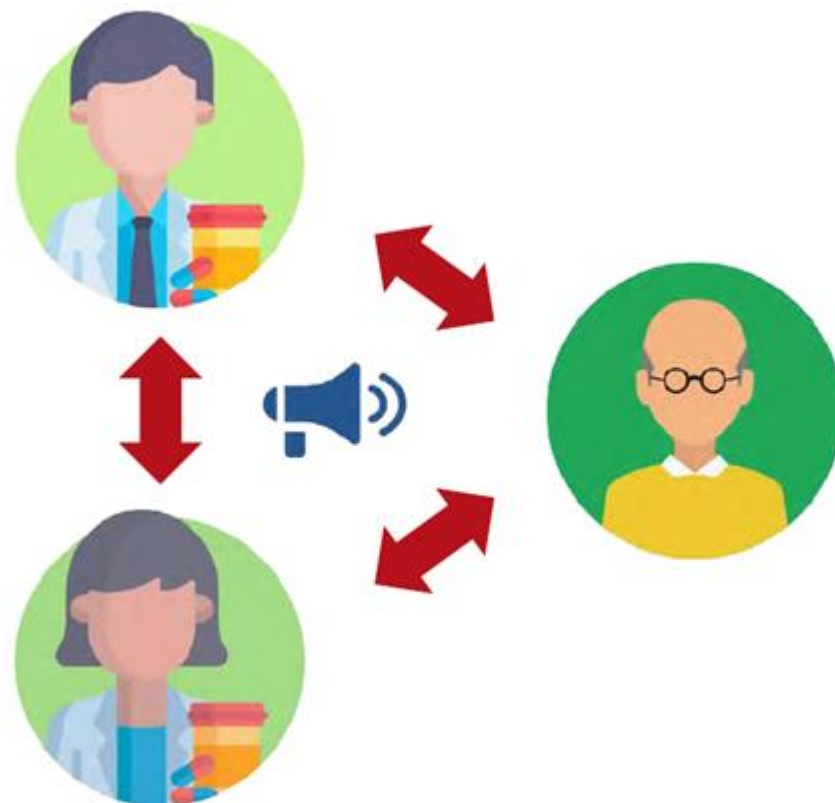
This program can be replicated in any population where the following is available:

-  Access to appropriate daily readmission report
-  Access to pharmacy and (preferably) medical claims
-  Pharmacy documentation platform
-  Telephone capabilities
-  Clinical pharmacist



💊 PerformRx Pharmacist facilitate **communication** between:

- Member
- Outpatient providers
- Inpatient providers
- Caregivers
- Health Plan Rapid Response Team
- Health Plan Care Managers
- Prior Authorization Team
- Community Pharmacist
- Provider Network



Readmissions Program

# PROGRAM ENHANCEMENT

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- ✓ Hospital-embedded nurse
- ✓ Access to the electronic health records
- ✓ Comprehensive planning throughout hospital stay
- ✓ Standardized forms and training
- ✓ Telemedicine (bedside video consultations)

Original Date: [Click here to enter a date.](#)  
Dates Revised: [Click here to enter a date.](#)

### DISCHARGE ASSESSMENT

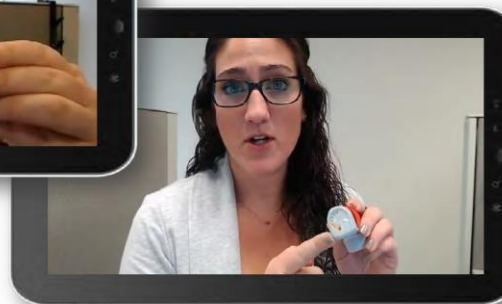
Name (Last, First, M.I.): [Click here to enter text.](#) ☐ M ☐ F Member ID: [Click here to enter text.](#)  
Reason for hospitalization: [Click here to enter text.](#)  
Address: [Click here to enter text.](#) Phone Number: [Click here to enter text.](#)

#### CARE ASSESSMENT

**Post-discharge planning**  
Will you be residing in a different location immediately following discharge? If so, where [Click here to enter text.](#) ☐ Yes ☐ No  
Do you have a PCP? PCP Name: [Click here to enter text.](#) ☐ Yes ☐ No  
Do you need help scheduling a follow-up appointment? [Click here to enter text.](#) ☐ Yes ☐ No  
What days/times work best for you? ☐ M ☐ T ☐ W ☐ H ☐ F Time: ☐ 9:00-11:00 ☐ 12:00-2:00  
☐ 3:00-5:00 Other: [Click here to enter text.](#)  
Is there anything that would keep you from being able to keep your appointment? [Click here to enter text.](#) ☐ Yes ☐ No  
Do you have transportation to appointments? [Click here to enter text.](#) ☐ Yes ☐ No  
Do you have adequate support at home? [Click here to enter text.](#) ☐ Yes ☐ No  
• If yes, Who would you like involved in your care? [Click here to enter text.](#) ☐ Complete authorization form  
Confirm Pharmacy [Click here to enter text.](#) ☐ Requests medication delivery

List of new medications or pertinent changes		
Name the Drug	Strength	Frequency Taken
<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
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**Questions for the pharmacist**  
What questions/concerns do you have about your health and medicines? [Click here to enter text.](#)  
What changes have been made to your medicines? [Click here to enter text.](#)



Readmissions Program

# REFERENCES

*PERFORM*<sub>SM</sub>*R*<sub>X</sub>

- Institute of Medicine. Aspden P, Wolcott JA, Bootman JL, Cronenwett LR, eds. Preventing Medication Errors. Washington, D.C.: National Academies Press; 2006.
- BudnitzD. Lovegrove M, Shehab N et al. Emergency Hospitalizations for Adverse Drug Events in Older Americans. N Engl J Med 2011; 365:2002-2012.
- Joint Commission Center for Transforming Healthcare Releases Target Solutions Tool for Hand-Off Communications. Joint CommissionPerspectives. Available at [https://www.jointcommission.org/assets/1/6/tst\\_hoc\\_persp\\_08\\_12.pdf](https://www.jointcommission.org/assets/1/6/tst_hoc_persp_08_12.pdf) . Accessed March 5, 2019.

*PERFORM***R<sub>X</sub>**<sup>SM</sup>

# Discussion



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# Questions?



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# Reminder

PBM Webinar Series

## Health Community Engagement

*Engaging providers and members to increase PBM Value*

March 26, 2019 | 2:30 PM ET