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

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Clinical Director – Supply Chain
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PERFORMANCE NETWORK

Working with our partners to make healthcare better for everyone

Focus on quality (performance + outcomes)

Pharmacies innovate to increase adherence and safe medication use

Tools utilized to track quality metrics

Pharmacies’ pay tied to health outcomes and results

Clearer measurement that connects services to outcomes
Comorbidities: the hidden challenge

87% of patients have high cholesterol and/or high blood pressure.
PERFORMANCE NETWORK

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.

ONSET USE 
OPPIODS AND BENZODIASEPINES

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

MEMICATION ADHERENCE
DIABETES

Diabetes affects over 30 million people in the US.*

MEMICATION ADHERENCE
CHOLESTEROL

One in three adults in the US suffers from high cholesterol.*

MEMICATION ADHERENCE
HYPERTENSION

High blood pressure, or hypertension, is a contributing factor in almost 1,100 deaths per day.*

MEMICATION THERAPY
PERSONS WITH ASTHMA

25 million adults, or 8% of the population, in the US have asthma.*

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*
- 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

*NCQA Medication Safety Use for Document Use at Optum and Truven Health
*Adherence based on measure of net filled prescriptions
*Adherence to health goals in the US
*Source: American Heart Association

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

PERFORMANCE NETWORKS

Exposing opportunity by connecting pharmacy services to outcomes

PATIENTS INTERACT WITH PHARMACISTS UP TO 12X YEAR\(^1\)

Enhancing the pharmacist-provider and pharmacist-patient communication can lead to significant breakthroughs in medication adherence\(^2\)

1 Based on member filling prescription 1x per month
2 http://www.pharmacytimes.com/future-of-pharmacy/lets-talk-medication-adherence

Defined Network of Pharmacies
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
Readmissions Program

Presenters

Binal Patel, RPh, BCGP
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Readmissions Program

PRESENTATION GOALS
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
Chronic illnesses $\rightarrow$ Polypharmacy $\rightarrow$ Increased Risk of medication-related problems $\rightarrow$ Poorer health outcomes & higher medical costs

**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\(^1\)

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)\(^2\)\)

80% of serious medical errors are attributed to miscommunications between caregivers during transitions of care\(^3\)
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
Readmissions Program

Goals

1. Reduce readmissions rates
2. Decrease health plan expenditure
3. Improve member outcomes

- Increased Engagement
- Optimized Medication Regimens
- Access to Care/Meds
Readmissions Program

PROGRAM DESIGN
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.
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.
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
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 Design

- View claims and obtain discharge instructions
- Review claims and assist pharmacy with claims processing

**Patient** ↔ **Hospital** ↔ **Pharmacist** ↔ **Pharmacy** ↔ **Home**

- Medication review
- Facilitate on-going coordination of care
Readmissions Program

PROGRAM RESULTS
Readmissions Program Results

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

- **↓ 57.3%**
  Inpatient Healthcare Utilization

- **↓ 42.9 %**
  Total Healthcare Cost
Readmissions Program

PROGRAM REPLICATION AND PROVIDER IMPACT
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
✓ Hospital-embedded nurse
✓ Access to the electronic health records
✓ Comprehensive planning throughout hospital stay
✓ Standardized forms and training
✓ Telemedicine (bedside video consultations)
Readmissions Program

REFERENCES


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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