



# Adherence Targeting: Maximizing your Return on Investment

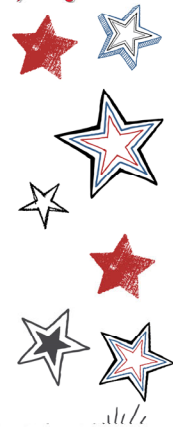
Carlie Traylor, PharmD  
Associate Director of Strategic Initiatives  
Friday, July 19, 2019



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Disclosure

Carlie Traylor declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



# Learning Objectives



- Review incentive programs from third party payors.
- Discuss team engagement strategies to keeping multiple groups accountable to company goals.
- Describe best practices for enrolling patients in your med sync program.



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Learning Objectives



- Review incentive programs from third party payors.
- Discuss team engagement strategies to keeping multiple groups accountable to company goals.
- Describe best practices for enrolling patients in your med sync program.



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Learning Objectives



- Review incentive programs from third party payors.
- Discuss team engagement strategies to keeping multiple groups accountable to company goals.
- Describe best practices for enrolling patients in your med sync program.



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Learning Objectives



- Review incentive programs from third party payors.
- Discuss team engagement strategies to keeping multiple groups accountable to company goals.
- Describe best practices for enrolling patients in your med sync program.



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Star Measures

- Developed by Pharmacy Quality Alliance to grade providers of Medicare Part D insurance
- Five PQA measures will be included in the **2020** Medicare Part D Star Ratings:
  - Medication Adherence for Diabetes Medications
  - Medication Adherence for Hypertension (RAS antagonists)
  - Medication Adherence for Cholesterol (Statins)
  - MTM Program Completion Rate for CMR
  - Statin Use in Persons with Diabetes



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Scoring


- Compliance is determined as a patient taking their medications **>80% of the time**
  - This means they can only miss 6 days in a 30 day cycle
- Insurance companies are judged on the percentage of patients who are compliant to their medications in the three drug classes specified in the star ratings (drugs used to treat diabetes, RASA, and statins)



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Scoring


- Compliance is determined as a patient taking their medications >80% of the time
  - This means they can **only miss 6 days** in a 30 day cycle
- Insurance companies are judged on the percentage of patients who are compliant to their medications in the three drug classes specified in the star ratings (drugs used to treat diabetes, RASA, and statins)



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Performance Programs


- Most programs will determine your performance based DIR fees on how your PSAO is performing on certain measures
  - Ex: A plan may base their DIR fees off of the PSAO's cumulative adherence rates for RASA
- Examples of national programs that look at the individual store performance
  - CVS Caremark
  - Humana
  - United Healthcare



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.


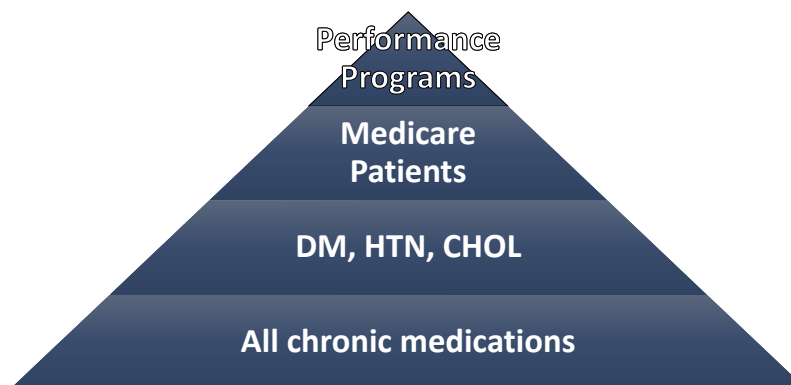
## Targeting Tips

- Work with your pharmacy software provider to develop a report for ALL patients in performance programs
  - Tip: Use the EQuIPP dashboard to find outliers then look for the common Group, PCN, and BIN numbers
  - Tip: Have a technician enroll patients on the list that are already adherent
- Educate your team



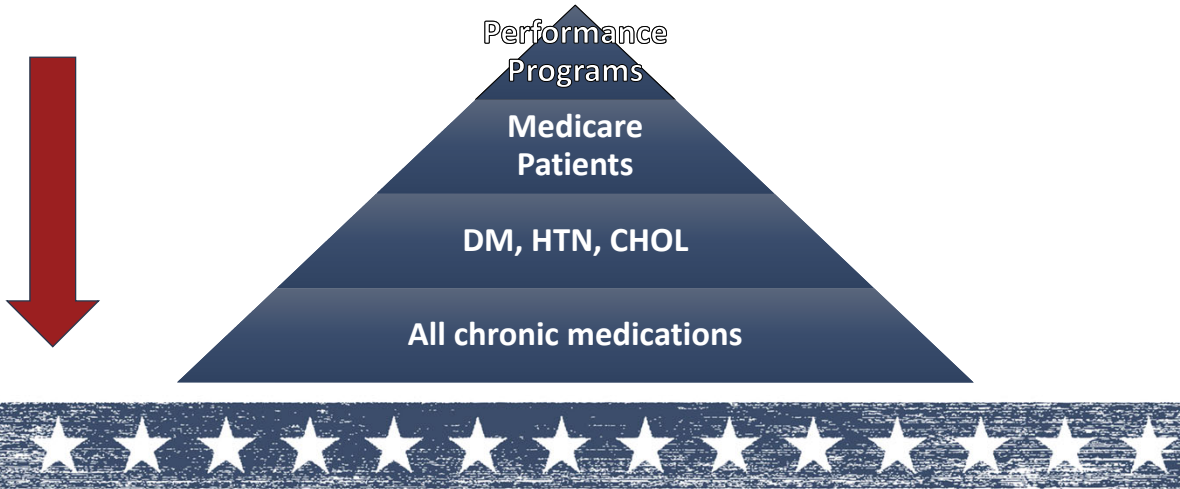
© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Targeting Tips



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Targeting Tips



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

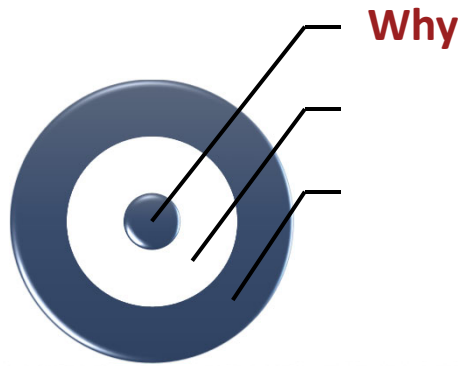
# Learning Objectives



- Review incentive programs from third party payors.
- Discuss team engagement strategies to keeping multiple groups accountable to company goals.
- Describe best practices for enrolling patients in your med sync program.

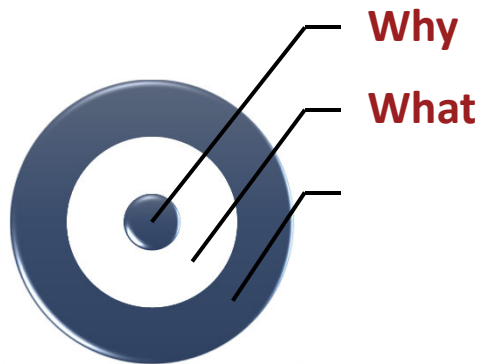
© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Where to Start



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

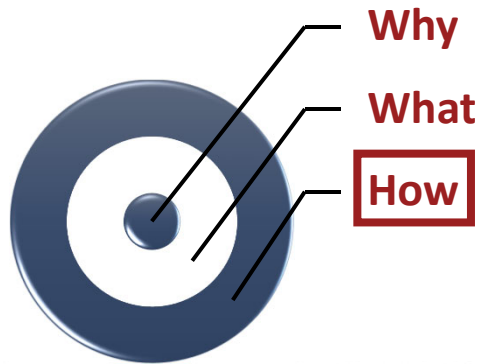
# Where to Start



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Where to Start



**NOTE: The “How” is the most flexible step. Define a workflow but be open to input from the staff on how to optimize it.**

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Case Study




- **You’ve just hired a new technician, Jessica, to run the adherence program at one of your pharmacies. She was an input tech at another pharmacy for several years and is excited to start working in a new role. What’s the first thing you should do when training this technician on her new role?**

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Case Study

- You've just hired a new technician to run the adherence program at one of your pharmacies. She was an input tech at another pharmacy for several years and is excited to start working in a new role. What's the first thing you should do when training this technician on her new role?


Explain **WHY** this role is important



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Case Study Continued


- Explain the **Why**
  - The adherence program at our store is important because it helps us care for patients the way they deserve to be cared for.
  - Decreases wait times
  - Fewer issues at pickup
  - Improves patient's quality of life
  - Decreases inventory
  - Increases quality metrics



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Case Study Continued


- Once you've conveyed the **Why** then explain **What** they will be doing
  - You will help organizing patient's refills so that they come due at the same time
  - You will be contacting patients each month to review medications and ask health questionnaires
  - You will be reaching out to providers to resolve issues like prior authorizations and refill requests



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Case Study Continued

- Once you've covered the **Why** and the **What**, move onto the **How**
  - You will use the pharmacy software system to assign sync dates for each person
  - Every day you will run reports based on when the patient's sync date is
    - 2 weeks out: Request refills electronically from prescriber
    - 1 week out: Call patients to review medication
    - 3-5 days out: Process medications through insurance



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

See One

Do One

Teach One

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

See One

Do One

Teach One

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

**See One**

**Do One**

**Teach One**

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## **Set SMART Goals**

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**imely

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Call and document interactions with the 10 patients who have a sync date 5 days from today by COB

- ✓ **S**pecific
- ✓ **M**easurable
- ✓ **A**ttainable
- ✓ **R**ealistic
- ✓ **T**imely



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Frequency of Check-ins


- **Daily**
- **Weekly**
- **Monthly**
- **Quarterly**
- **Annually**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Frequency of Check-ins


- Daily
- **Weekly**
- Monthly
- Quarterly
- Annually



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only.  
All other marks are the property of their respective owners.

## Frequency of Check-ins

- **Daily:** First week on the job
- **Weekly**
- **Monthly**
- **Quarterly**
- **Annually**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only.  
All other marks are the property of their respective owners.



## Frequency of Check-ins

- **Daily:** First week on the job
- **Weekly:** Store meeting to discuss goals
- **Monthly**
- **Quarterly**
- **Annually**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Frequency of Check-ins

- **Daily:** First week on the job
- **Weekly:** Store meeting to discuss goals
- **Monthly:** Adh Techs meeting
- **Quarterly**
- **Annually**




© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Frequency of Check-ins


- **Daily:** First week on the job
- **Weekly:** Store meeting to discuss goals
- **Monthly:** Adh Techs meeting
- **Quarterly:** Pharmacists meeting
- **Annually**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Frequency of Check-ins

- **Daily:** First week on the job
- **Weekly:** Store meeting to discuss goals
- **Monthly:** Adh Techs meeting
- **Quarterly:** Pharmacists meeting
- **Annually:** Strategic planning for the company



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.


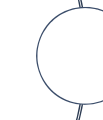

## Tracking Projects

- Google Documents
- Google Classroom
- Zoom video meeting
- Wiki Page



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.


## Learning Objectives

-  Review incentive programs from third party payors.
-  Discuss team engagement strategies to keeping multiple groups accountable to company goals.
-  Describe best practices for enrolling patients in your med sync program.



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.


## What's the benefit to the patient when they participate in the appointment based medication synchronization?



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.


## Patient Benefits

- ✓ Improved outcomes
- ✓ Stronger relationship with pharmacist and prescriber
- ✓ Fewer trips to the pharmacy
- ✓ Fewer med error
- ✓ Fewer issues at pickup



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.


## What's the benefit to the pharmacy when they effectively provide ABMS?



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only.  
All other marks are the property of their respective owners.

## Pharmacy Benefits

- ✓ **Decreased inventory**
- ✓ **Improved workflow**
- ✓ **Improved quality metrics**
- ✓ **Improved physician relationships**
- ✓ **Niche network opportunities**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only.  
All other marks are the property of their respective owners.

**How many times has this happened to one of your patients?**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

**What are some things that make your sweet patient little Mrs. Hannigan turn into The Hulk?**



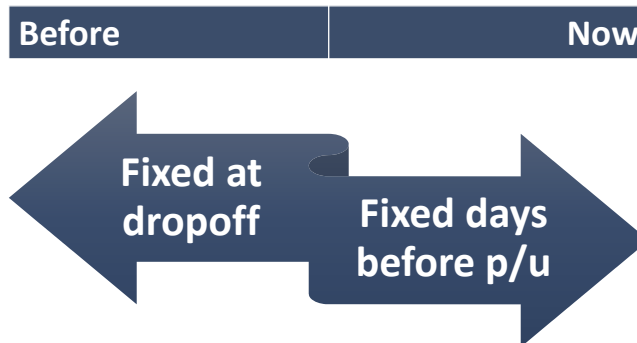
© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Refills



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

# Insurance Issues



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Ordering Meds



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Barriers to Success and Solutions to Overcome Them


- **Cost to the patient**
  - **Submission Clarification Codes 47 and 48**
- **Cost to the pharmacy**
  - **Pair other billable services at pickup (i.e. MTM)**
- **Leadership**
  - **Select the right person for the job**
  - **Pearl: Don't be afraid to make a change**

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Largest Barrier to Success

- Growth

The benefits of ABMS are seen when the pharmacy is filling 40% of their daily prescriptions through their adherence program



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## ABMS Workflow

14 days out: Request Refills

7-10 days out: Call Patient

5 days out: Fill Meds

1 day out: Remind Patient to Pickup



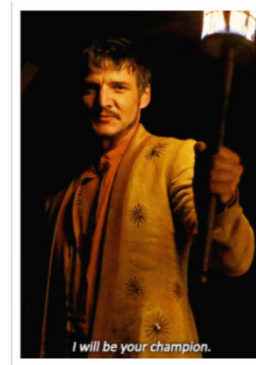
© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## ABMS Workflow Pearls



Choose your  
champion  
wisely...



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Who would you pick?



- Sam, the PIC
- Jessica, the dispense tech
- Cindy, the input tech
- Erin, the relief tech

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Sam, the PIC

- Hard working
- Staffs 36 hours per week (half day for admin)
- Loves patients
- Manages inventory, makes the tech schedule, runs MTM and immunization program



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Jessica, the dispense tech

- Detail oriented
- Beloved by the patients
- Knows the workflow of the pharmacy in and out
- Enjoys her job



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Cindy, the input tech

- Fastest data entry tech east of the Mississippi
- Great with getting insurance claims to go through
- Doesn't enjoy patient interaction
- Always gets to work on time



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Erin, the relief tech

- Knows how to meet a challenge
- Going to attend pharmacy school this fall
- Goal oriented
- Loves to help with MTM



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Who would you pick?

- Sam, the PIC
- Jessica, the dispense tech
- Cindy, the input tech
- Erin, the relief tech



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Who would you pick?

- Sam, the PIC
- **Jessica, the dispense tech**
- Cindy, the input tech
- Erin, the relief tech



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Steps to Implementation



- Recruitment
- Sync Medications
- First Appointment
- Maintenance

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Recruitment: The Ideal Patient




- On 3-5 maintenance meds
- Delivery patients
- Patients on \$\$\$ meds
- Caregivers
- Families
- MTM patients
- EQuIPP outliers
- Med adherence below 80% PDC\*

\* Proportion of Days Covered (PDC)

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Start low and go slow


- Choose loyal, easy going patients
- Wait until your workflow is solid before enrolling too many patients
- If you have multiple locations start with one before the others



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only.  
All other marks are the property of their respective owners.

## Recruitment Pearls


- Use your pharmacy software
- Train your cashiers to perfect their pitch
- Avoid using the term “program”
- Present the service as a problem solver



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only.  
All other marks are the property of their respective owners.

## Sync Medications: Selecting Meds


- **Stick to maintenance medications**
- **Medications to avoid:**
  - **Controls**
  - **Unit dose**
  - **Insulin**
  - **As needed medications**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Sync Medications


- **Choose an anchor drug**
  - **Unbreakable package**
  - **Expensive copay for patient**
- **Choose the latest refill date**
- **Choose refill cycle: 28, 30, 90**
- **Pearl: Use SCC 47 and 48 codes to prorate copays for patients**



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## First Appointment


- **Call 7-10 days before appointment**
  - Has anything changed with your medications?
  - Have you been to the doctor's office, ER, or hospital?
  - Are you experiencing any side effects?
- **Fill medications 5 days before appointment**
  - Order meds, resolve PA, get refills



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Maintenance

- **Daily vs. scheduled workflow dispensing model**
- **Pearl: Pair with other clinical services**
  - Immunizations
  - Medication Therapy Management
  - Diabetes Self Management Training
  - Part D plan reviews



© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.





© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.

## Quality Control is Key

- Time stamped documentation
- Regular reporting
- Site visits
- Weekly touch points
- Monthly training

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## What now?

- Pharmacy Software
- PSAO
- Wholesaler
- Professional Organizations
  - National Community Pharmacists Association- Simplify My Meds
  - American Pharmacists Association- Align My Meds

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.



## Questions

Carlie Traylor, PharmD  
Associate Director of Strategic Initiatives, NCPA  
[carlie.traylor@ncpanet.org](mailto:carlie.traylor@ncpanet.org)

© Copyright 2019, Cardinal Health. All rights reserved. CARDINAL HEALTH, the Cardinal Health LOGO and ESSENTIAL TO CARE are trademarks or registered trademarks of Cardinal Health. Internal use only. All other marks are the property of their respective owners.