Adherence Monitoring Guide

Adherence Monitoring services are intended to help the patient reach or exceed a target adherence rate by the end of the calendar year. Patients identified for this program are either non-adherent or at risk of becoming non-adherent and could benefit from ongoing monitoring by a pharmacist.

Overview:
1. Successfully complete the Adherence Monitoring TIP.
2. Complete all issued Adherence Monitoring Checkpoints for the enrolled patient.
3. Help the patient reach or maintain an adherence rate of 80% or above by the end of the calendar year.
   - The target rate for most medications is ≥80%; however, some medications, such as antiretrovirals, may require ≥90% adherence.
   - All services must be successfully completed & submitted by the expiration date to maintain patient enrollment.
4. Earn a year-end bonus for your work!

A patient becomes ineligible for the Adherence Monitoring Program if:
- A checkpoint is missed
- The minimum target adherence rate is no longer achievable within the calendar year
- Patient refuses any Adherence Monitoring service
- Patient is no longer covered by the health plan

1. Successfully complete the Adherence Monitoring TIP.

To complete the initial adherence consultation:
1. Verify the patient still takes the medication or another medication in the targeted drug class.
2. Discuss directions for use and the importance of taking the medication as prescribed.
3. Identify existing and/or potential barriers to adherence.
4. Offer appropriate solutions to address the barrier. (Optional DRAW tool in the TIP overview)
   a. Pill organizers
   b. Delivery
   c. Bubble packs
   d. Transition to a 90-day fill
   e. Other solutions appropriate for the patient
5. Submit the claim in the Connect™ Platform.

What happens next?
After successfully completing the Adherence Monitoring TIP, the patient will be included in your pharmacy’s Adherence Monitoring queue (accessible from the link on your Dashboard).

Each quarter, OutcomesMTM will issue an Adherence Monitoring Checkpoint for your pharmacy to complete. Unlike TIPs, checkpoints are available only to the pharmacy that successfully completed the Adherence Monitoring TIP.

Depending on the patient’s progress, you may need to monitor the patient more often than quarterly; however, you do not need to document additional adherence claims for this medication beyond the Adherence Monitoring TIP and quarterly Adherence Monitoring Checkpoints.
2. Complete all issued Adherence Monitoring Checkpoints

Each quarter, an Adherence MonitoringCheckpoint will be available for your enrolled patient. OutcomesMTM alerts you when a checkpoint is due via your pharmacy's dashboard and the MTM Opportunities queue.

From the patient's profile, select Record Checkpoint.

Workflow Tips:
• Use your pharmacy's dashboard to see the number of patients enrolled and the number of patients who have a quarterly checkpoint available.
• Data updates as often as daily, so check your queue frequently.

1. Follow up on solutions to previously identified barriers and encourage continued adherence.
2. Record the checkpoint as Monitoring Checkpoint Complete, and enter the date of your conversation with the patient in the Date of Adherence Checkpoint (Encounter Date).

Note:
• Checkpoints cannot be left pending in Unfinished status.
• Checkpoints are released quarterly, at least 30 days must pass between Adherence Monitoring services.
• You must complete ALL quarterly checkpoints prior to their expiration dates to maintain bonus eligibility.

3. Help the patient reach or maintain at least the target adherence rate.

Use the Adherence Monitoring queue to track Adherence Status and Checkpoint Status.

4. Earn a year-end bonus for your work!

• The Adherence Monitoring TIP and quarterly checkpoints are payable at $10 each.
  > MTM service fees and Adherence Monitoring bonus payments may vary by health plan.
• After the end of the calendar year, final adherence percentages will be calculated to determine the year-end bonus.
  > If the patient is at or above the minimum adherence rate for that medication AND your pharmacy successfully completed the Adherence Monitoring TIP + all issued checkpoints (patient must have at least one issued checkpoint), your pharmacy will receive a year-end bonus.