**Adherence Monitoring TIP**

Adherence Monitoring Program services are intended to help the patient maintain 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.**

To complete the initial adherence consultation and **Adherence Monitoring TIP:**

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. Document and submit the claim in the Connect™ Platform.

**Patient Talking Points**

- What did the doctor tell you this medication was for?
- How did your doctor tell you to take this medication?
- How often would you say you forget to take your medication?
- What concerns do you have about this medication?
- What side effects are you watching out for, and have you experienced any?

**Example of an Adherence Monitoring TIP**

![Adherence Monitoring TIP Example](image-url)
Working through an Adherence Monitoring TIP

Review the TIP: Is the patient currently taking the targeted medication or another medication in the same drug class?

Yes

Contact the patient to discuss the target medication.
- Ensure the patient understands proper use of this medication.
- Identify existing or potential barriers to adherence.
- Offer solutions.
- Inform the patient that you will check on him/her to monitor progress.

Patient refuses

Submit claim as Patient Refused.

No

Cannot reach patient after 3 attempts

Submit claim as Unable to Reach Patient after 3 Attempts.

Select Remove – No Intervention Needed. Include the reason this intervention is unnecessary:
- Patient resides in LTC/assisted living/hospice
- Patient is deceased
- Patient no longer on medication in targeted drug class

What happens next?

After successfully completing the Adherence Monitoring TIP, the patient will be included in your pharmacy’s Adherence Monitoring queue. Each quarter, OutcomesMTM will issue a checkpoint. Unlike TIPs, checkpoints will not appear to any other pharmacy. The pharmacy that completes the initial Adherence Monitoring TIP is accountable for the patient’s adherence to the targeted medication and is responsible for completing all checkpoints for that patient throughout the year.

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.
Adherence Monitoring Program Overview

1. Successfully complete the Adherence Monitoring TIP.

2. Complete all issued Adherence Monitoring Checkpoints for the patient.
   a. OutcomesMTM prompts pharmacists via the dashboard and Adherence Monitoring queue when checkpoint documentation is required.
   b. To complete a checkpoint:
      - Monitor progress on overcoming previously identified barriers to adherence.
      - Identify any new barriers and work on appropriate solutions.
      - Encourage continued adherence.
      - Record the checkpoint as Monitoring Checkpoint Complete, and enter the date of your conversation with the patient for Date of Adherence Checkpoint (Encounter Date).

3. Help the patient reach or maintain the target adherence rate by the end of the calendar year.
   a. The target rate for most medications is ≥80%; however, some medications, such as antiretrovirals, may require ≥90%.
   b. All services must be successfully completed and submitted by the expiration date for the pharmacy to remain bonus-eligible.

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

Workflow Tips
- Use your pharmacy dashboard to see the number of patients your pharmacy is accountable for monitoring and the number of checkpoints available for completion.

- The Adherence Monitoring queue provides additional insight into the patient’s adherence:
  - % Adherent (based on Rx claims data)
  - Fill Days Missed This Year (smaller = better)
  - # Days Can Be Missed

The patient becomes ineligible for Adherence Monitoring services and your pharmacy misses the bonus opportunity if:
- A checkpoint is not successfully completed or
- The target adherence rate is no longer achievable within the calendar year