Adherence – Needs Check-in TIP

Adherence - Needs Check-in services are intended to help the patient maintain or improve adherence in order to reach at least an 80% adherence rate by the end of the calendar year. **Patients identified for this service are either non-adherent or at risk of becoming non-adherent.**

In order to assist the patient with adherence, please complete the following:
1. Verify 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.
   a. Provide the identified barriers and associated solutions during claim submission.

**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 Check-in TIP**
Working through an **Adherence - Needs Check-in 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
    - Talk about importance and use of the medication.
    - Identify existing and/or potential barriers to adherence.
    - Offer appropriate solutions to address the barrier.
  - Submit claim as **Adherence Check-in Completed.**

- **No**
  - Submit claim as **Patient Refused.**
  - **Patient refuses**
    - **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