Making the Most of the Adherence Visit: Opportunity for Revenue-Producing Services

Part of NCPA’s Adherence Lunch & Learn Series

Audio Instructions

Dial: (800) 944-8766

Code: 36825
SMM Training Series

- Available on NCPA’s Youtube Channel
  
  www.youtube.com/NCPAvids

- Step-by-step training
- Five minutes or less

Dial: (800) 944-8766
Code: 36825
Introduction and Objectives

• Simplify My Meds
  – Medication Synchronization
  – Appointment Based Model

• Revenue producing services
  – Immunizations
  – A1c and other clinical tests
  – Disease state management
  – Comprehensive Medication Review and recommendations

Dial: (800) 944-8766
Code: 36825
• SMM is designed as a medication synchronization program which leads easily into an appointment based model (ABM)

• Key difference
  – An ABM effectively uses monthly (or quarterly) pharmacy visits
  – Patient care services
  – Other revenue producing services

Dial: (800) 944-8766
Code: 36825
Immunizations

• Influenza
  – If your patients are coming in to pick up their monthly refills, market your flu shots during calls and plan to immunize every patient when they come for their pick-up

Dial: (800) 944-8766
Code: 36825
Immunizations

• Influenza (continued)
  – Add a line to your program ‘script’ for September pick-ups (or whenever you have vaccine supply)
    • “We can have a flu shot ready for you next week when you pick up, would you like to plan on that?”
    • Add this information to the notes for this pick-up and process the flu shot before pick-up
• **Shingles/Pneumonia**
  
  – If you haven’t already vaccinated (or asked about vaccination) for most or all of your patients, use their planned pick-up for a targeted marketing pitch for these vaccinations.

  – Similar to influenza, add a line to your call ‘script’ regarding these vaccines to age appropriate patients.

  – Depending on state law and availability to administer these vaccines without a physician’s prescription, you may be able to process the prescription *before* the pick-up day.

  – Pick a month to promote shingles vaccines and then do the same for pneumonia two or three months later.
• **A1c**
  - Using the planned patient visit to check clinical labs is particularly appealing for diabetes
  - This can appeal to both diagnosed diabetics (cheaper than a physician visit), and undiagnosed patients (there are more than 7 million with undiagnosed diabetes and 70 million with pre-diabetes)
  - PTS Diagnostics (A1c Now+) and others make quick, in-office (or pharmacy!), CLIA waived, finger stick style tests that take 5 minutes and cost about $10 each
  - Reasonable to offer this test to patients on a cash basis
  - Markets easily in November for American Diabetes Month
Other Clinical Tests

- Others
  - Lipids
  - Bone Density
  - Blood Pressure
  - HIV
  - Hepatitis C
Disease State Management

- **Diabetes**
  - Self Management of Blood Glucose
  - Testing instruction, encouragement, and supplies
  - Based on inclusion of certain medications on med list (Metformin, Insulin etc.) and/or knowledge of patients’ disease

- **CHF**
  - Daily weight testing
  - Based on inclusion of medications on med list (ACE Inhibitor + Beta Blocker) and/or knowledge of patients’ disease
Comprehensive Medication Review

• Component of a Medication Therapy Management Program (MTMP), or a stand-alone Medication Therapy Management Service (MTMS)

• 30 minute face-face (preferred) complete review of prescription and OTC medications

• Most Medicare patients are eligible for one once per year
  – Patients ‘drop-in’ to the queue at differing times throughout the year
  – Completion rates will be part of the CMS Star Ratings for this coming year

• Even if a patient is not currently eligible for a CMR, completing a ‘mini CMR’ looking for missing OTCs can be valuable
OTC Recommendations

• Review medication lists for one potential missing OTC recommendation a month and check every patient that month

• All patients coming for a pick-up of a bisphosphonate should be on Vitamin D and Calcium. Pick a month to ask every one of these patients, include it with their pick-up that month!

• Patients on methotrexate should be on folic acid

• Patients on statins can benefit from CoQ10 supplementation
  – Various patient populations benefit from a daily Aspirin
• Simplify My Meds likely streamlined your workflow and made your pharmacy more efficient

• This efficiency allows you to add additional patient-care services, taking better care of your patients and hopefully are revenue generating

• In the mode of efficiency, growth, and revenue; consider this advice from a prominent NCPA member
  – ‘How can you can make your pharmacy practice run more like a physician’s office?’
Questions?

Kevin Day, PharmD
kevin.day@ncpanet.org

Bri Morris, PharmD
adherence@ncpanet.org