



**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**



Simplify *My* Meds

SMM Training Series

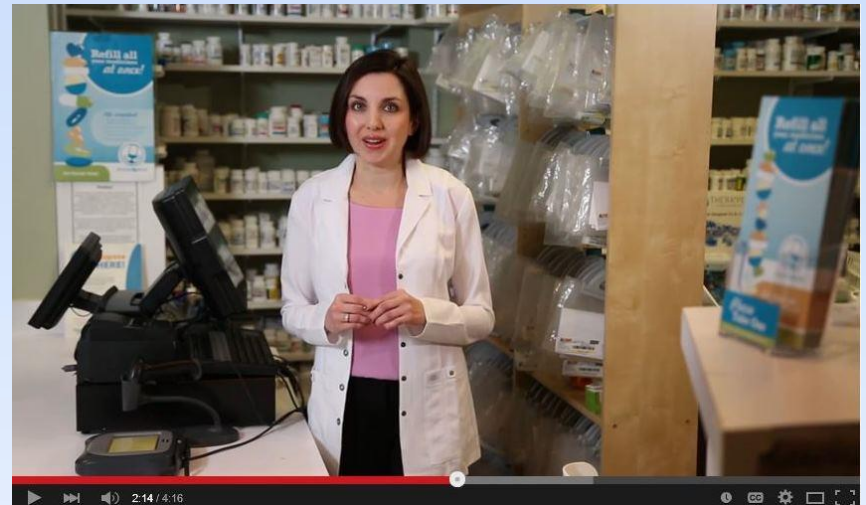
- Available on NCPA's Youtube Channel

www.youtube.com/NCPAvids

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

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Simplify *My* Meds

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



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Appointment Based Model

- 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

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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



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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



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Immunizations

- 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

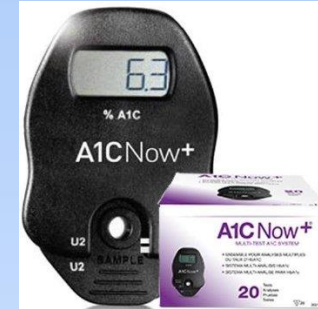


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Clinical Tests

- 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





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Other Clinical Tests

- Others
 - Lipids
 - Bone Density
 - Blood Pressure
 - HIV
 - Hepatitis C





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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



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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



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Conclusion

- 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?’



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Questions?

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