



medco[®]

November 7, 2011



***A community
pharmacy-based
patient care model***

Enhancing care.

Controlling costs.

Improving lives.

Overview of *SOCRxATES*[®]

SOCRxATES[®]

A quality care initiative that delivers electronic notifications regarding medication adherence to trained community pharmacists to help improve patient care

Goal: Promote effective communication between patients, pharmacists, and physicians

Objectives:

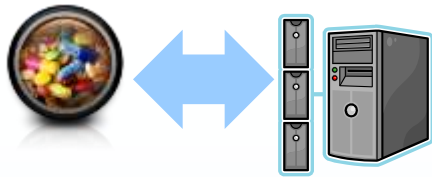
- Reduce medical costs for patients and plan sponsors
- Improve the health of patients with chronic conditions by addressing adherence and omission gaps in therapy

Care Model: Specially-trained community pharmacists securely access *SOCRxATES*[®] to review 12 months of prescription history, assess gaps, counsel patients, and coordinate care between patients and physicians.

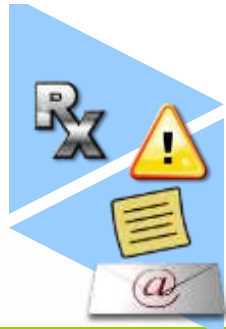
SOCR_xATES[®] for Community Pharmacy



Clinical Engine



Clinical Interface



Retail Pharmacy Partner



Medco Member



Counseling
Requests
Prescribed
Medication

- Advanced clinical engine identifies patients using the most recent claims data available
- Adherence and omission gaps types, are customized to client

- Secure web-based access to gaps in care and medication history
- Data refreshed every 24 hours

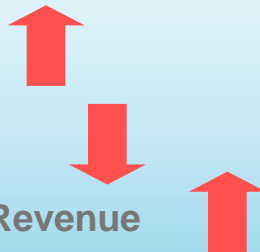
- Pharmacists, specially trained by an accredited College of Pharmacy, counsel members in private, document the action plan and results, and receive payment.
- Pharmacists contact prescribers to coordinate therapy and discuss potential omissions

- Learns techniques for improved adherence
- Understands why adherence matters

Patient Health Outcomes

Reduced Medical Costs

Increased Pharmacy Revenue



GAP-IN-CARE ALERT = An electronic indicator notifying a pharmacist that a patient may be late refilling essential medications or may be missing them.

The Illinois Health IT Demonstration Project

■ Background

- > Approximately 50% of all patients exhibit poor adherence to prescription medication regimens¹
- > Annually, poor adherence estimated at \$100 billion in avoidable healthcare expenditures and premature deaths¹

■ Project Overview

- > Purpose: Make medication adherence, patient health, and health care cost reduction a priority both at the Medco Pharmacy and beyond
- > What:
 - Utilizing Medco's gap-in-care identification technology to alert partnering community pharmacists to members' potential gaps in care through web-interface
 - Conduct clinical study to evaluate if specially-trained pharmacists receiving alerts and addressing gaps can more effectively close adherence and omission gaps in care when compared with a control group
- > Who: Specially-trained pharmacists (completing 11.0 hours of online and live clinical training) counsel patients and document actions taken to close therapeutic gaps
- > When: December 2009-present

¹ Osterberg, L & Blaschke, T. Adherence to medication. *N Engl J Med* 2005; 353: 487-497.

The Illinois Health IT Demonstration Project

Overview and Results

Independent 6-month prospective, quality assurance study Led by the University of Illinois, College of Pharmacy



- Dec. 2009: Clinical interface-enabled independent community pharmacies throughout Illinois randomized to an intervention group (n=45) or control group (n=47)
- Study group = 1,445 patients
 - Studied gaps in care related to diabetes, cardiovascular, neuropsychiatric, and pulmonary conditions
 - Communicated 1,433 adherence and 677 omission gaps

Results: Intervention Group

- A greater improvement in adherence due to:
 - Higher gap closure rate over study period
 - Fewer reopened gaps
 - Smaller proportion of days without medication over study period
- More patients initiated an evidence-based therapy that was previously missing in their regimen

Source: Touchette, D., et al. (2011). *The IL Project: Draft Manuscript*

"Identification of and Intervention to Address Therapeutic Gaps in Care in Community Pharmacies."

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Specialized, Continuing Education Pharmacist Training

Phase 1: Online Training

- Five disease-specific modules
- Long-term medication adherence
- Clinical guidelines
- Up to 7.5 CE credits

Phase 2: Five-Hour Classroom or Webinar Training

- Guidelines to assess root causes of gaps in care
- Role playing case studies
- Practice with motivational interviewing
- Systems demonstration
- 3.5 CE credits

Phase 3: Counseling

- Receive care gaps
- Counsel patients
- Document intervention
- Receive compensation for counseling

Trained Community pharmacist



Medco Member



Counseling

Requests
Prescribed
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Patient Survey Feedback

When asked what they liked best about the program, patients stated...

“One-on-one contact with someone I personally know and trust.”

“That my pharmacist is willing to go out of his way to help.”

“I realized that my pharmacist is a very caring person, is genuinely interested, and is very knowledgeable.”

“That I have a pharmacist available to explain my medications whenever I need him.”

“Our local pharmacist did a very thorough job evaluating my meds.”



Pharmacist Survey Feedback

Pharmacists' comments...

"This program is an eye opener! Our patients really want to hear from us personally!"

"I have always tried to impact the care of my patients. The difference now is that I am more motivated to contact the physician."

"One patient told me that we saved his life. Through counseling, we noticed a problem with both dosage and adherence and encouraged a follow-up with the doctor. The doctor discovered an aneurysm and told the patient if he hadn't come when he did, he probably would not have survived."

"I believe that our patients are very comfortable with us. We encourage them to talk to us if they have any reservations about their medications, and they do call us, often."