

Frequently Asked Questions about Medication Adherence Reports

OSP strives to support your practice in its efforts to improve adherence rates and lower healthcare costs. In doing so, OSP has recently launched the following enhancements:

- Medication measures added to quality worksheets
- On-demand adherence reports for incentivized medication classes (diabetes, statin, RAS antagonists) accessed through ospdocs.com
- Monthly adherence report that includes additional maintenance medication classes (beta blocker and respiratory)

What does the Medication Adherence report include?

This report includes patients who are either non-adherent or at risk of non-adherence to the specified class of medications for chronic conditions. It is based on health plan pharmacy paid claims and will not reflect drugs dispensed in an inpatient setting, samples, or medications not paid through the pharmacy benefit manager (PBM). The report is not intended to replace your medical judgement. Reported adherence rates may be low due to the availability of inexpensive medications (e.g. \$4/\$10 programs) which may not be processed through the PBM.

How is medication adherence calculated?

Adherence is calculated for each drug category using the proportion of days covered (PDC) at 80% of the time or more. The measurement period starts at the time of first calendar year fill and runs through December 31st of the same calendar year. [Blue Cross Blue Shield/Blue Care Network of Michigan. 2019 HEDIS Measure Description. April 2019.]

In this report, adherence is calculated for each individual medication. Health plan adherence scores are based on adherence to the combined medications within the drug class. A blank adherence status indicates the 80% target has been met for the drug class.

Class	Drug Name	Adherence Status	Last Fill Date	Adherence	
				2019	Current
RASA	LISINOPRIL 20 MG		01/23/2020	8.1 %	78.9 %
RASA	LISINOPRIL 40 MG *		02/17/2020		93.5 %

How often will the Medication Adherence report be generated and posted to ospdocs.com?

The Medication Adherence report will be generated and posted to www.ospdocs.com monthly. If you have access to our website, you will receive an email notification when a new report is available. The report can also be generated on-demand with the option to view specific adherence measures.

What should I focus on in the Medication Adherence report?

Class
▶ RASA
Resp
▶ Statins



- Patient has unmet incentive measures for this medication class



What should I focus on in the Medication Adherence report? (continued)

“**Unable to meet**” – Patient is <80% adherent to the specified class of medications and is not able to improve adherence ≥80% in the same calendar year.

Class	Drug Name	Adherence Status	Last Fill Date	Adherence 2018	Current
RASA	LOSARTAN 50 MG *	Unable to meet	07/29/2019	100.0%	53.9 %
Statins	ATORVASTATIN 20 MG *	Unable to meet	07/29/2019	100.0%	53.9 %

“**Non-adherent**” – Patient is <80% adherent to the specified class of medications but **may be able** to improve adherence ≥80% in the same calendar year.

Class	Drug Name	Adherence Status	Last Fill Date	Adherence 2019	Current
Diabetes	METFORMIN 1000 MG	Non-adherent	03/16/2020		77.0 %
RASA	LISINOPRIL 10 MG	Non-adherent	02/26/2020		50.8 %

“**At risk**” – Patient is between 80-85% adherent to that class of medications and is at risk of non-adherence.

Class	Drug Name	Adherence Status	Last Fill Date	Adherence 2019	Current
Beta	METOPROLOL SUCCINATE 200 MG	At risk	02/25/2020	26.6 %	81.4 %
RASA	LISINOPRIL 10 MG	At risk	02/25/2020	26.6 %	81.4 %

What do I do if I have a non-adherent patient?

Patients that are non-adherent to maintenance medications for chronic conditions likely need additional education on appropriate medication use or have financial barriers. It can be confusing for patients to understand why it is important to take their medications regularly, especially for medications that do not cause an immediate effect in the way that a patient feels. We recommend scheduling the patient for an office visit to discuss their own reasons for non-adherence.

If your office is involved in care management programs through OSP, you may inquire with your care manager if your non-adherent patients are eligible and appropriate for care management.

What patients are not included on the Medication Adherence report?

This report does not include patients whose claims are not adjudicated through the insurer’s Pharmacy Benefit Manager (PBM) such as patients with no pharmacy rider or some self-funded employer groups.

OSP is always here to help. If you have any questions or concerns, please call our office at (248) 357-4048.