

Improving Medication Adherence Among Elevate Medicare Advantage Members

Do you have patients who struggle with adhering to their medication regimen? Medication adherence is important for not only the management of chronic conditions, but reduction in severe comorbidities and death. Denver Health Medical Plan, Inc. (DHMP) wants to reduce barriers to patients taking their prescribed medications. Below are common reasons for non-adherence and how DHMP's Elevate Medicare Advantage plans are making it easy for your patients to get and take their prescribed medication:

Cost

Starting on January 1, 2024, Elevate Medicare Choice (HMO D-SNP) members will pay \$0 for all covered Part D drugs, regardless of the Medicare Part D payment stage the member is in.

Elevate Medicare Select (HMO) members will continue to have low drug copays in 2024.

Access to Medications & Transportation to a Pharmacy

Elevate Medicare Advantage members have access to 100-day supplies of most medications, a mail order program, and a home delivery program. These programs make it easier for members to get their needed prescription drugs, improve adherence rates, and improve the member's experience by reducing the number of trips to the pharmacy.

For members who prefer to use a retail pharmacy, DHMP also provides free rides to pharmacies through Access2Care for Medicare members. To schedule a ride, members can call 1-877-692-5315.

Paying Out-of-Pocket for Over-the-Counter (OTC) Items

Many members may also require vitamins or supplements that are not filled with a prescription. DHMP offers all Elevate Medicare Advantage members an OTC allowance.

This program is changing from a mail order catalog to a flexible spending card in 2024. Members will receive a FlexCard which they can use at Walmart, King Soopers, Safeway, Walgreens or CVS for approved items. This program is more exhaustive than just vitamins and supplements. For example, members can use their FlexCard to purchase an automated blood pressure cuff to track their blood pressure at home. For more information on our OTC benefit, please visit DenverHealthMedicalPlan.org/Medicare-Flexcard.

- » Elevate Medicare Select (HMO): \$75 per quarter
- » Elevate Medicare Choice (HMO D-SNP): \$260 per quarter

Confusion Around Which Medications They are Taking

Help your patients keep track of their medications by having them fill out a Personal Medication List, which can be found at DenverHealthMedicalPlan.org/Medicare-Personal-Medication-List.

Sticking to a Medication Routine

Members with multiple medications and different regimens may have difficulty tracking or recalling if they took the medication. Using a pill box can be a great solution. Members may use their 2024 FlexCard and OTC benefit to purchase approved pill boxes starting in January.

Multiple Chronic Conditions to Manage

DHMP offers a Medication Therapy Management Program to help members with chronic conditions discuss their regimen with a licensed Pharmacist. See DenverHealthMedicalPlan.org/Current-Members/Elevate-Medicare-Advantage/Medicare-Pharmacy/Medication-Therapy-Management for eligibility details and more information.

Additional Plan Updates

As of 10/1/2023, Part D Coverage Determinations (drug prior authorizations) have transitioned to our PBM, MedImpact. Providers may call 1-877-391-9291 to submit a Prescription Drug Coverage Determination, or visit DenverHealthMedicalPlan.org/Request-Medicare-Prescription-Drug-Coverage-Determination to fill out the form.

We encourage you to familiarize yourself with the great benefits we offer and use these tools to help overcome issues the member is having with taking their medication.

For questions or concerns, please contact the DHMP Pharmacy at 303-602-2070.