AdhereHealth™
PATIENT EXPERIENCE

Data-driven Telepharmacy Solution to Improve Patient Experience and CAHPS® Survey Performance

Access to medical services is crucial to being healthy, but research shows that **more than 70%** of a person's overall health is driven by social determinants of health (SDOH) that are factors outside the health care system. With CMS's 2021 Performance Year changes, patient experience – as reflected by annual CAHPS scores – represents 32% of Medicare Advantage (MA) Star Ratings.

The Adhere Platform™ Patient Experience solution supports MA plans' need to focus on higher risk members to address potentially poor experience issues like SDOH that impact quality of care. Our nationwide telepharmacy clinical team proactively outreaches to members at higher risk of poor CAHPS survey scores.

Do you know?

- CMS defines patient experience as a patient's satisfaction with their Health Plan, Provider and Prescription Drug Plan
- SDOH barriers to care significantly increase medication nonadherence which can impede a positive patient experience and lead to lower CAHPS survey scores
- MA plans that fall below the 4-star threshold risk losing approximately $500 PMPY reimbursement improvement as part of the nearly $7 billion annual Quality Bonus Payment (QBP) pool
- The Adhere Platform's Patient Experience solution includes SDOH capabilities to identify and resolve health disparities such as: accessing needed care, accessing prescription drugs, care coordination, and ratings of health care, health plan and drug plan

Key Solution Benefits

- Improved CAHPS survey results increase value-based outcomes such as MA Star Ratings, HEDIS quality measures and QBP reimbursement
- Holistic outreach that fits every member's unique situation builds trust to attract and retain health plan members
- Personalized patient engagements address multiple medication nonadherence, quality issues and SDOH issues such as food insecurity, transportation, provider access, health literacy, etc.
- Specific focus on care team coordination and medication-related measures helps overcome gaps in care and resolve barriers to care

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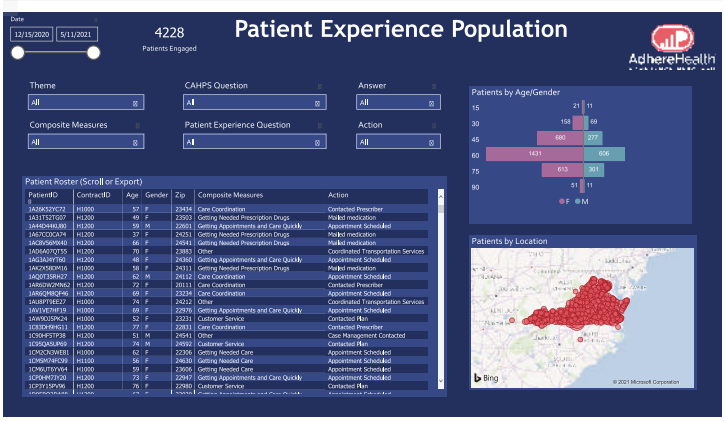
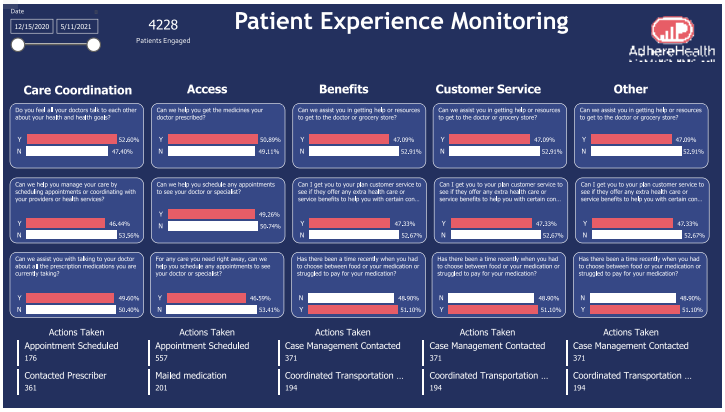
The Adhere Platform Combines the Knowledge of a Clinician with the Heart of a Social Worker to Deliver an Improved Patient Experience.

There is no other end-to-end medication adherence CRM platform designed to target and resolve barriers to care that lead to poor CAHPS performance. Our Patient Experience solution empowers health plans to focus on the patient experience, including while targeting medication adherence issues to improve value-based outcomes.

How it Works

Data-driven approach identifies patients most likely to provide poor CAHPS survey measures
Intelligent clinical workflow enables trained telepharmacy clinicians to proactively connect with members, identify and discretely address issues year-round
Using proven motivational interviewing techniques, the AdhereHealth team overcomes barriers to care, improves patient understanding of health plan benefits, and (where needed) connects members to community support through Findhelp's Social Care Network
We provide patient-specific and population-level advanced data visualizations for near real-time reporting and monitoring of every member's disposition and success year-round





About AdhereHealth™

AdhereHealth delivers purpose-built, innovative technology solutions to improve quality of care, medication adherence and cost outcomes – all with an emphasis on overcoming social determinants of health (SDOH) and improving patient experience. AdhereRx, an AdhereHealth digital pharmacy, provides high-risk, underserved patients with personalized pharmacy services that drive medication compliance and reduce unnecessary utilization costs. This unique combination of predictive analytics, intelligent clinical workflow software and proactive tele-pharmacy outreach performed by a nationwide team of licensed clinicians addresses an estimated half a trillion dollars of unnecessary annual medical costs attributed to medication adherence issues. Today, the Adhere Platform™ touches nearly 30 million patients across dozens of health plans, self-insured employers and other risk-bearing entities. Learn more at .

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