

Adherence for High-Risk, Unengaged Members




Targeting the “Hardest of the Hard” Members for Improved Adherence and Star Performance


AdhereHealth™ offers a proven solution for improved medication adherence across your entire MA member population, especially the highest-risk, hardest-to-engage members. The secret to making meaningful improvements with your most vulnerable members is the use of innovative omnichannel communication to drive higher engagement, followed by an SDOH-first approach, rooted in behavioral science, that solves underlying social barriers to care. Our proprietary technology platform and tech-enabled services boost medication adherence, health outcomes and patient experiences for the tens of millions of plan members we support, helping MA plans improve performance to achieve 4.0+ Star Ratings.

Custom-Tailored Adherence Solution

Able to flexibly meet the unique needs of our customers, our adherence solution features a comprehensive clinical workflow system, powered by the data-driven technology of the Adhere Platform™ (also available as Software-as-a-Service). We leverage our data analytics and behavioral science to empower the efforts of our nationwide clinical services team of more than 500 nurses, pharmacists and pharmacy technicians. Clients are able to select the combination of software and services that best fits their unique needs.

Key Benefits and Outcomes

 **Star Ratings Improvement:** Holistic engagement addresses more than 38 measures across Part D, HEDIS® and CAHPS®

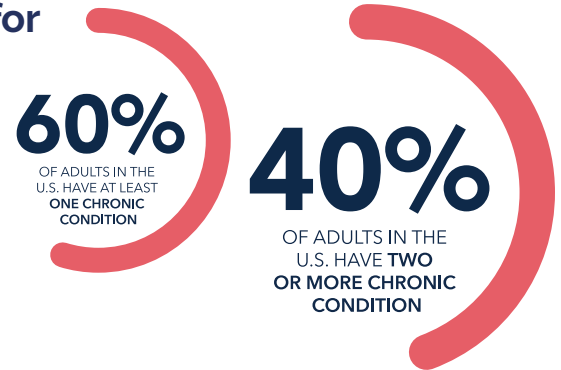
 **Full Risk Guarantee:** Guaranteed adherence performance, as verified by claims-based evidence, per CMS guidelines



Long-Term SDOH Barrier Resolution: Longitudinal outreach helps at-risk members overcome social determinants of health (SDOH) barriers for improved adherence and patient experience



Comprehensive Solution Insight: Interactive web-based Management Dashboard Portal available to all clients for full transparency of all program parameters, including improved Star Ratings



By 2030, approximately 170 million U.S. adults are projected to have at least one chronic condition.

Chronic conditions such as these require strict medication adherence to prevent complications.

“To put AdhereHealth’s impact in perspective, our plan’s CMS Star Rating was 2.5 prior to using Adhere, which was very low.



We engaged Adhere to work with our medication adherence measures and we improved 1 to 1.5 points for each measure in the first year of the program.”

– VP of Stars, Regional Health Plan

How does it work?

The Adhere Platform leverages unique clinical workflow technology, featuring holistic patient profiles that enable clinicians to best engage patients and providers in a more focused and longitudinal way.

Unique SDOH-focused capabilities resolve underlying member barriers to accelerate gap closure rates (especially in high-risk, high-cost members) and drive improved Star Ratings performance.



TARGET

- Unique combination of plan and publicly available data
- Daily targeting of at-risk members
- “Next best actions” guide clinician engagement to resolve SDOH barriers and adherence gap resolution

ENGAGE



- Nationwide team of telepharmacy clinicians (nurses, pharmacists and pharmacy technicians) engage with members and providers
- SDOH and patient experience issues resolved in real-time by leveraging plan benefits and community resources



IMPACT

- Claims-based evidence ensures guaranteed value-based outcomes
- Improved adherence, health outcomes and patient experience
- Web-based Management Dashboard Portal provides data visualizations and performance insights

Who We Serve



Health Plans



Self-Insured Employers



At-Risk Providers and ACOs



PBMs, TPAs and Managed Care Entities



“We needed help as far as reaching more at-risk members. In addition to excelling at that, AdhereHealth offers additional benefits, like addressing mental health and many other HEDIS measures. They provided a higher touch approach that reaches more members and gets them adherent.

Based on some webinars that AdhereHealth put out at the end of last year, they’re thinking in the right direction with whole patient care.”

– **Senior Director of Enterprise Pharmacy for Government Programs, National Health Plan**

Want to learn more? Request a consultation today and discover how AdhereHealth can help your plan improve medication adherence, health outcomes, patient experience and value-based performance across your member population, and in your highest-risk members.