



AdhereHealth™
ADHERENCE RESOLVED

Resolve™ for High-Risk Unengaged Members

Improve Star Ratings Adherence Outcomes for High-Risk, Unengaged Members

The Adhere Platform's Resolve™ offering improves patient experience and overcomes social determinants of health (SDOH) barriers to gain Star Ratings medication adherence outcomes. Using our proprietary patient relationship management (PRM) tool, Resolve™ targets the most vulnerable members with individualized engagement throughout the year to overcome each unique barrier of care.

- End-to-end solution, including data analytics and intelligent telepharmacy workflow, for engagement with high-risk, unengaged members and their providers
- Patient relationship management (PRM) technology enables a holistic engagement, meeting the member where they are in their adherence journey to overcome SDOH barriers and drive improvements in medication adherence, HEDIS® quality measures and CAHPS® patient experience
- Outcomes based fees where the plan only pays for the engagement that results in each member's Medicare Advantage Star Ratings measure improvement for 80%+ PDC and/or HEDIS gap closure



Nonadherence contributes to over **\$500 billion** in avoidable health care costs, **125,000** potentially preventable deaths, and up to **25%** of hospitalizations in the U.S.¹

Key Benefits and Outcomes



Social Determinants of Health

Direct engagement with high-risk, unengaged members, detailed individualized actions, and population-level business intelligence data visualizations



Targeted Interventions

Individualized outreach to achieve 80% PDC for adherence, improve CAHPS patient experience and HEDIS quality measures



Flexibility

Resolve™ can flex from the higher risk members engagement of 12-20% of the population to larger cohorts, depending on individual H Contract Star Rating needs



Success-Based Outcome Guarantee

Guaranteed medication adherence conversion performance based on reaching 80%+ proportion of days covered (PDC)

¹Rose, Jason Z. (April 5, 2022). Medication Adherence is Not a Zero-Sum Game. *American Journal of Managed Care.*



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Leverage Data-Driven Technology to Prioritize Targeted Engagement

How it Works

Target

- Proprietary rules engine runs daily analytics from pharmacy claims and external data sources (e.g., pharmacy, eligibility, quality/HEDIS, hospital discharge, and SDOH data) to predict, identify and prioritize the next best action every day to drive resolution of medication adherence gaps

Engage










- AdhereHealth clinicians engage with members via omnichannel outreach to understand and resolve SDOH barriers, improve patient experience, increase CAHPS scores, and close adherence gaps

Impact

- Data visualization dashboards and reports give plans full visibility to key aspects of identification, engagement, and resolution, including deep insights into identified and resolved SDOH challenges and patient experience sentiments
- Engagement fees are success-based, where clients only pay for adherence gaps that are closed and maintained at 80%+ PDC according to CMS Star Ratings guidelines



Unique PRM Technology Architecture Harnesses Patient Profile to Best Engage Patients and Providers Directly

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|  Rapid Ingestion and Organization of Disparate Data |  Multiple Proprietary Telepharmacy Intelligent Clinical Workflows |  Guaranteed Value-Based Outcomes |
|  Proprietary Rules Engine |  Nationwide Employed Telepharmacy Clinicians |  Differentiated Patient Experience |
|  Real-Time Analytics and Artificial Intelligence Driving "Next Best Action" |  SaaS and Full-Service Delivery Model |  Integrated Digital Pharmacy / In-Home Real-Time Rx Adherence Monitoring |
| | |  Real-Time Feedback Through Data Visualization |

About AdhereHealth™

AdhereHealth™ is a technology solutions leader supporting health plans, self-insured employers and other risk-bearing entities for medication adherence insights and healthcare outcomes. Our innovative focus on medication adherence enables a unique pathway to achieve outcomes for population health. Adhere Platform touches nearly **30 million** patients through its disruptive technologies, engagement services and home-delivered pharmacy. AdhereHealth™ addresses the challenge of half a trillion dollars of annual unnecessary medical costs due to medication adherence issues, representing **16%** of the United States healthcare spend. Headquartered in the Nashville suburb of Franklin, Tennessee, AdhereHealth™ has been in business for more than a decade. We employ hundreds of dedicated professionals across the nation who are focused on the mission of providing solutions that improve patient adherence.