



**AdhereHealth**<sup>™</sup>  
ADHERENCE RESOLVED

## Resolve<sup>™</sup> for High-Risk Unengaged Members

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

The Adhere Platform's Resolve<sup>™</sup> 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<sup>™</sup> 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
- 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<sup>®</sup> quality measures and CAHPS<sup>®</sup> 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.<sup>1</sup>

### 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<sup>™</sup> 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)

<sup>1</sup>Rose, 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

- |  |  |   |
|--|--|---|
| 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 in medication adherence insights and healthcare outcomes. The Adhere Platform™ touches 30 million patients through its disruptive technologies, telepharmacy services and digital pharmacy. Our dedicated team is focused on our mission to address the challenge of half a trillion dollars of annual unnecessary medical costs due to medication adherence issues, representing 16% of U.S. healthcare spend.