

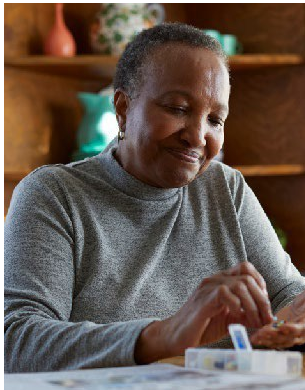
Medication adherence

Calculations and measure goals

Humana defines adherence using the proportion of days covered (PDC).

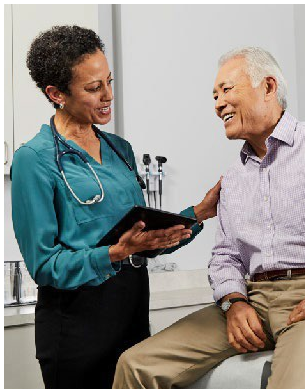
- The PDC score is the percentage of days in the measurement period covered by prescription claims.
- The Centers for Medicare & Medicaid Services (CMS) defines adherence as having enough medication to cover 80% of the days within a specified time interval.

EXAMPLE 1: ADHERENT PATIENT – JOAN



- Joan has been on her diabetes medication for several years.
- Her first refill in 2023 was Jan. 6.
- From Jan. 6–Dec. 31, her days in the measurement period are 361.
- Joan is very responsible and always picks up her refills on time. Also, Joan is on a 90-day supply, so she has fewer opportunities throughout the year to pick up her medication late.
- The only time Joan was late picking up her medication in 2023 was when she was out of town visiting her daughter. She picked up her medication 10 days late. Her days covered are 351 (361 minus 10).
- Joan's PDC rate for the year is 97% (351 days out of 361).

EXAMPLE 2: NONADHERENT PATIENT – TONY



- Tony is working with his doctor to find an effective cholesterol medicine.
- Tony and his doctor finally settle on a cholesterol medicine on Aug. 13.
- Tony qualifies for the Medication Adherence for Cholesterol measure on Oct. 2, 2023.
- From Aug. 13–Dec. 31, his days in the measurement period are 141.
- Tony never fills a full 30-day supply and is consistently late picking up his medication. He has four refills in 2023 and a total of 30 days late. His days covered are 111 (141 minus 30).
- Tony's PDC rate for the year is 79% (111 days out of 141).

1. Data source: Humana Pharmacy Analytics Data through Dec. 31, 2023. Refreshed on March 21, 2024

2. Humana claims data for 2023; Weekly Deep Dive Dashboard by claims type, assessed March 21, 2024



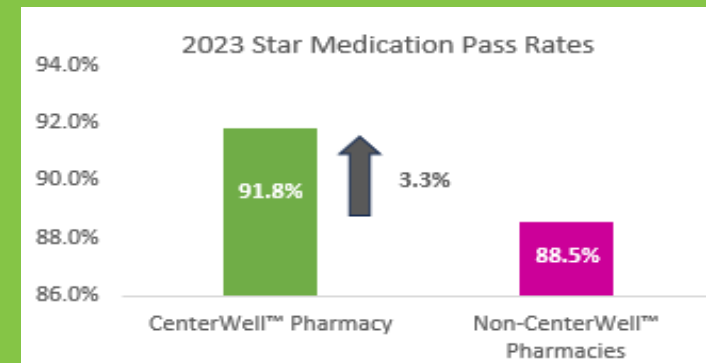
Humana cares

Helpful programs and resources

- **Refill reminders and assistance:** Patients may receive calls, texts or letters to prompt timely fills.
- **Education:** Patients may receive calls, emails, texts or letters to provide solutions to barriers.

Mail-order pharmacy advantages

- In 2023, patients who filled claims at **CenterWell Pharmacy[®]** had an average of **3.3% increase in Star medication adherence measure pass rates** compared to non-CenterWell pharmacies.¹
- There are retail and mail-order pharmacies, including CenterWell Pharmacy, in Humana's network. Patients can contact the CenterWell Pharmacy team at **888-538-3518** to learn more.



90-day supplies

- Humana claims data from 2024 showed that members with **90-day supplies had a 15% higher CMS medication adherence compliance rate** compared to members with 30-day supplies.²
- 90-day supplies may offer benefits of fewer trips to the pharmacy and convenience of home delivery.

Ways to improve medication adherence

EDUCATION

- Providers may help influence patients' medication adherence behaviors by educating patients about their medication. Studies show improvement in adherence by providing information about:³
 - Condition, treatment options and duration of therapy
 - Risks versus benefits of medication, importance of taking doses regularly and what to do if patients experience side effects
- Another way to promote adherence is by informing members about potential risks of non-adherence. For example, a recent **Humana healthcare research study**⁴ revealed a correlation between medication adherence and newly diagnosed cognitive decline disorders. Compared to those who missed no measures, **risk for newly diagnosed cognitive decline increased** as follows:

# Missed Measures	Percent Increase of Risk		
	Any Cognitive Decline	Alzheimer's	Dementia
1	23%	27%	33%
2-3	37%	96%	58%
4+	64%	148%	105%

IDENTIFY COMMON BARRIERS AND MITIGATION STRATEGIES

- Many patients think they take are taking the medication “as prescribed” but miss doses because they don’t understand the meaning of adherence.
- Ask patients how many doses of medication per week they miss.
 - Specific questions about why and the quantity of missed doses may help identify barriers and opportunities for mitigation strategies.

FORGETFULNESS

- Plastic pill box organizers or dispensing systems
- Medication placement or pairing with a daily routine
- Alarm(s) to take medication(s) at the same time daily
- Digital applications such as Medisafe or EveryDose and other options are available⁵
- Auto-refill programs
- 90-day supplies

TRANSPORTATION ISSUES

- Mail-order or retail pharmacies with delivery service may also help patients with transportation issues.

COST

- Consider generics, formulary or other alternative medications and in-network pharmacies for lower copays.
- Copays and coverage vary by plan.
- Patient assistance programs may be available for some medications for patients who meet eligibility.

UNIQUE HEALTH-RELATED SOCIAL NEEDS (HRSN)

- HRSN are the conditions in which patients are born, grow, live, work and age, which create health inequities that impact health behaviors and outcomes.
- Some patients with **HRSN show decreased medication adherence** compared to those without.
- **Humana Community Navigator®**, powered by **findhelp**, is an online directory of over 500,000 community resources nationwide.
- For any patient, no matter their insurance carrier, **Humana Community Navigator can unlock resources to support patient care plans.**
- Visit **Humana Community Navigator** at **Humana.findhelp.com.**

3. Understanding the role of educational interventions on medication adherence in hypertension: A systematic review and meta-analysis. Heart Lung. 2020 Sep-Oct; 49(5):537-547. doi: 10.1016/j.hrtlng.2020.02.039. Epub 2020 Feb 29. PMID: 32127208.

4. Racsa, Patrick N., et al., 2023, Association of medication adherence quality measures for diabetes, hypertension, and hyperlipidemia with cognitive decline, Journal of Family Medicine and Primary Care, last accessed March 8, 2024, doi: 10.4103/jfmpc.jfmpc_935_23

5. Timothy August, PharmD. 2022. “6 Popular Medication Reminder Apps Available for Apple and Android.” GoodRx Health. June 9. Accessed March 24, 2023. <https://www.goodrx.com/healthcare-access/medication-education/medication-reminder-apps>.