

Medication Adherence Diabetes Medication

Who: members 18 years and older with at least two prescription fills on unique dates of service for diabetes medication who fill their prescription often enough to cover 80% or more of the time they are supposed to be taking the medication.

Why: Taking medication as directed is one of the most important ways people with diabetes can manage their health. It is important for the patient, doctor, and the health plan to work together to manage the patient's diabetes.

Diabetes Medications: Biguanides, sulfonylureas, thiazolidinediones, dipeptidylpeptidase (DPP)-IV inhibitors, GLP-1 receptor agonists, meglitinides, and sodium glucose cotransporter 2 (SGLT2) inhibitors.

Exclusions:

- Members in hospice or using hospice services.
- Members enrolled in an Institutional I-SNP during the measurement year.
- Members with at least one claim for ESRD or ESRD-related dialysis.
 - ICD-10: I12.0, I13.11, I13.2, N18.5, N18.6, N19, Z99.2
- Members with one or more prescriptions for **insulin**.

Cut Points:

1 Star: Less than 83%

2 Star: 83% to less than 86%

3 Star: 86% to less than 89%

4 Star: 89% to less than 92%

5 Star: Greater than or equal to 92%

CMS National Average: 87%

Tips for Success:

- Always send a new prescription to the pharmacy if you changed the dose or frequency of a medication.
 - Members can appear non-adherent if the fill frequency doesn't match the days supply of the last paid claim.
- Write prescriptions for 100 day supply if member is stable on their medication.
 - 100-day supplies reduce the number of fills per year to achieve adherence to 3
 - As community pharmacies continue to struggle with staffing shortages and limit hours of operation, less fills can help members stay adherent to their medications.
- Consider NOT limiting refills based on needed labs or follow up – utilize CareOregon pharmacist (pharmacyquality@careoregon.org) to access care coordination resources to overcome member barriers (forgetful, lack of transportation, etc.).
- Synchronize medication fills to reduce trips to the pharmacy.
 - CareOregon can collaborate with the filling pharmacy to do this work
- For members new to therapy: refer to clinic-based or CareOregon pharmacists (pharmacyquality@careoregon.org) for "How's it going?" outreach 30 days after new prescription.
 - Develop clinic pharmacist workflow to write extended supply prescription after this check-in.