



Medication adherence measures are heavily-weighted components of all of our Medicare Advantage programs. Our performance on these measures significantly impacts our overall reimbursement. More importantly, medication adherence directly affects health outcomes and can help to reduce avoidable ED utilization and inpatient admissions.

Rx Renew Request Tasks - All Rx Renew Request tasks need to be reviewed in a timely manner, not only to help meet quality measures, but to provide *quality patient care*.

- The Population Health Team has a case manager dedicated to assisting our care teams and patients to facilitate more successful medication adherence.
- If you receive an 'RX Renew Request' task from Karen Myers informing you that a patient needs a medication renewal/refill or is noncompliant with medication adherence, please ensure the information is sent on to the appropriate scheduling team to help get that patient back in to be seen.

TASKS | [Icons: Heart, P, Rx, Lab, CC, Check, Chart] | CHART | [Icons: Print, Refresh, Mail, Settings, Calendar]

Current Patient - All | View Desc... | 193 of 193 showing | Total Active Tasks: 2 | Last Updated: 22-Apr-2022 4:0

P	D	Task	Patient	MRN	Assigned To	Created By	Created On	Status...	D...	I...
		Rx Renew Request	[Redacted]	00100083258...	[Redacted]	System	12-Aug-2021 3:59 am	Complete		9645
		Rx Renew Request	[Redacted]	00100083258...	[Redacted]	System	05-Dec-2021 5:56 am	Complete		1000
		Rx Renew Request	[Redacted]	00100083258...	[Redacted]	System	07-Apr-2022 6:11 pm	Complete		1037
Y		Rx Cancel Denied	[Redacted]	00100083258...	[Redacted]	System	21-Dec-2021 1:55 pm	Complete		1004

Comments: [Redacted] 21-Dec-2021 3:54 pm
 TASK COMPLETED
 System - 21-Dec-2021 1:55 pm
 PHARMACY: FOOD CITY PHARMACY #625
 PHARMACY PHONE NUMBER: (423) 220-1051
 PATIENT: [Redacted]
 MEDICATION: Amoxicillin-Pot Clavulanate 875-125 MG Oral Tablet
 COMMENTS: Prescription not found.

Task About: Review denied Rx | patient needs appointment

If a Rx Renewal Request must be denied due to the need for a patient visit, please send the task to your scheduling team rather than just complete it. This increases the ability to get what is needed for the patient in a timely manner.

- The Population Health Team is also an available resource for medication adherence barriers. Please discuss medication costs with your patients, and if they indicate problems with affording or obtaining their medications, refer to Karen Myers or your in-house pharmacy team, if applicable.