

## Care Coordination MOPS (Mail Order Pharmacy Strategy) ID & Workflow

### Identification & Set-up:

- Med adherent lists from the Quality Dashboard for our MA (Medicare Advantage) contracts
- Filter to:
  - Patients not using Mail Order
  - Patients with SIP (Serious Illness Population) & Frail elder flag (Humana & Aetna, United pending)
- Each care coordinator (CC) receives an excel file with their individual practices with tabs for the 3 contracts
- Each CC has their own folder for their individual practice spreadsheets
- Priority calls: SIP/Frail elders then non-SIP/FE

### CC Workflow

- Open case using **Enrollment reason: MOPS** (will allow us to track outcomes).
- These will be considered strat cases.
  - If pt is already open to CC, will not open a new case.
  - We will add the question below into all of our outreaches, including TOC (Transition of Care) work and other strat work.
- CC completes chronic care assessment which includes the question:

### **Are you interested in switching your maintenance meds over to mail order? (We will ask this question on all patients we open.)**

- If the patient says yes and is interested in mail order, CC will work with the patient and the PCP (primary care physicians) office to get medications ordered at the appropriate mail order pharmacy.
  - CC can contact PCP office and request meds be changed to mail order
  - Patient can also contact PCP office and request mail order
  - 3-way call with office and patient
- If patient is not sure, ask them to talk with their physician at their next office visit
- Encourage patient to ask specialists to move meds to mail order
- Keep pt open to care coordination if assessment warrants it. If not, close the case.

### Script for CC:

#### Question on EPIC chronic care assessment:

“Are you interested in switching your maintenance medications to mail order? YES/NO

There are some benefits to getting your prescriptions through your health insurance mail order pharmacy which is (Optum/CVS/Centerwell).

1. Potentially lower out of pocket costs
2. Delivery. No need to pick it up
3. Access to a pharmacist who will work closely with you
4. Automatic refills. No need to remember.

If you are interested, I can contact your primary care provider, XXXXX, and ask them to send your maintenance medications over to Optum/CVS/Centerwell. The pharmacy will then contact you to set up your account.

Now, let us talk about what meds you are taking routinely and which ones we should request be sent to mail order.