

PHARMACY INCENTIVE PROGRAM

Extra Credit (Who Gets Credit Part II)

Thank you for taking a couple minutes of your day to check in with us. And thank you to everyone who responded to the question at the end of our last email. We received all sorts of responses. Some correct and some not. For those of you that do not recall the question, this was it:

If a patient has only one fill of a medication, who is that patient attributed to?

The correct answer – no one! No one gets credit for the patient with only one fill. You must have two fills and more explicitly two fills within the measurement period to be scored for adherence.



So one fill does not attribute the patient to you, however, it does position the patient to be attributed to you once the second fill comes in (provided that you are the pharmacy to fill it).

This is a key concept to understand in the performance measurement space. Two other key concepts to understand are:

1. Medication adherence is scored by class. This allows the measure to be flexible to account for changes in dose – both increases and decreases. As such, it is of utmost importance to ensure that you have the correct dosage and instructions when you are filling medications, particularly for non-adherent patients because the quantities and days supply submitted on the claim are used for the calculation of the adherence score.
2. The measurement period impacts both scoring and attribution. As we stated above, you need to have two fills for the class of medication to get an adherence score. So if the measurement period was to be four months or nine months, I think we can quickly come to an agreement that the nine month measurement period is essentially a wider net to cast and potentially come up with two or more claims. Moreover, if it takes nine months to find the second fill, it is a pretty safe

bet that the patient is non-adherent with little hope of becoming adherent for that calendar year.

Let me transition here to a question that has been asked repeatedly. It goes something like this: **“I have a patient in my outliers that no longer fills at my store. How do I get them removed?”**

This is a great question, and I so appreciate the passion of those pharmacy teams that ask this question or a close variation of it.

The answer to this question is found by looking at the patient through the lenses that have been described.

- The patient is first assessed for an adherence score. Remember, this requires at least two fills in the measurement period.
- Then the patient is evaluated by the number of fills by location in that measurement period. In the case of a non-adherent patient, that may be a small number of fills, and even one or two fills can attribute the patient to your location.

So for the example in the question above, the patient who has moved away will no longer be attributed to your store once they have more fills at another pharmacy in the measurement period. This may take some time depending on how many fills they have at your pharmacy when they begin.

I trust you have a little better understanding of attribution. If I have not fully answered your questions or if you have some specific questions, please reach out to us using the link below.

In the meantime, I want to encourage you to take a moment today to login to EQUIPP™ and check your OUTLIERS for the UHC P4P program under the MY PROGRAMS tab. We are pretty much at the halfway point of the measurement period for this program, and there is still a lot of time to improve your scores. So take a few minutes today to take a step closer by helping at least one patient today.

My mentor tells me that “the days are long, but the years are short.” That is true. I will also suggest a variation of that statement: the days are long, but the months are short. Don’t miss out on time to make improvements.

Until next time –

Jesse McCullough, PharmD
Director, Quality Programs at PQS

Submit your questions through the link below. We look forward to hearing from you!

[Submit your Questions/Suggestions](#)

