

The Value of Our Pharmacy Programs



nh healthy families™

Enhancing Medication Adherence and Health Outcomes Across New Hampshire



Our Commitment to Value

At NH Healthy Families, we are dedicated to advancing health outcomes through innovative clinical pharmacy programs. We focus on overcoming the unique challenges our members face, ensuring the safe and effective use of prescription medications. Our proactive strategies are designed to optimize treatment and significantly enhance overall health.

Proven Impact

Our robust pharmacy programs have delivered a remarkable 21% reduction in total care costs across New Hampshire. By integrating cutting-edge solutions and providing personalized support, we are driving improved health outcomes and greater financial efficiency for our members. (Note: For 2023 and partial Q1 2024, this total cost of care includes medical costs, both in-patient and out-patient, as well as pharmacy costs.)



COMPREHENSIVE CLINICAL PROGRAMS

✓ Medication Therapy Management (MTM)

We ensure optimal medication regimens by reviewing therapy duration, adherence, and high-risk medications. Clinical Pharmacists conduct Comprehensive Medication Reviews (CMRs) or Targeted Medication Reviews (TMRs) to assess all medications and related conditions.

Members Managed: 2023: 2,358 / YTD 2024: 2,503



While doing a full review of medications, a member told our MTM pharmacist that he has been out of his medication. Our pharmacist initiated a three-way call with the new specialty pharmacy from which the member was trying to obtain his medication. The specialty pharmacist stated that the medication was not covered and had to be forwarded to another pharmacy. The MTM pharmacist contacted the pharmacy the prescription was transferred to and reached out to the provider to request that the prescription be resent.

The pharmacy did not have the prescription when we followed up the next day. The MTM pharmacist made multiple follow-up calls to the provider and the pharmacies for the next three days and monitored claims to see if the prescription processed. Ultimately, the prescription was filled at the original specialty pharmacy and the member expressed gratitude and relief for the care coordination with his pharmacy and provider.

Continued

✓ **Retrospective Drug Utilization Review (RDUR)**

This program addresses issues like therapeutic duplication, deprescribing, and drug interactions. Pharmacists proactively resolve these problems by contacting prescribers.

Members Managed: 2023: 13,166 / YTD 2024: 7,346



Identified a member on high-dose opioids from a non-specialist. After outreach, the dose was tapered to a safer level, supporting HEDIS Quality Measure HDO (Use of Opioids at High Dosage).

✓ **High-Utilizer Program**

We focus on members using 10 or more unique maintenance medications. Pharmacists identify and address drug therapy problems, such as therapy gaps and duplications, to reduce overall medication use.



Identified a member with multiple strengths of the same blood pressure medication and duplicate heartburn/GERD therapies. Outreach resolved these duplications, preventing potential health issues.

✓ **Pediatric Antipsychotic Utilization Program**

We review medication regimens for pediatric members under 10 on antipsychotic medications to detect and address potential drug therapy problems. Recommendations are provided through provider outreach. Members with autism are excluded.



Identified inappropriate duplicate ADHD medications in a young member. After outreach, one medication was discontinued, reducing the risk of side effects.

✓ **Oncology Management Program**

We streamline administrative processes for providers and collaborate with Evolent Specialty Services (ESS) to enhance oncology care. ESS connects prescribers with oncology specialists to support effective treatment regimens.

Members Managed: 2023: 550 / Total Clinical Interventions 2023: 73

Clinical interventions are performed to ensure members are receiving the most appropriate care for their condition. The success story below is one example of when a clinical intervention occurred.



A member presented with recurrent metastatic pancreatic cancer who underwent a Whipple's procedure. Member needed medication to prevent nausea associated with the chemotherapy. Clinical staff at Evolent Specialty Solutions prevented a denial of non-preferred medication by outreaching the prescribing provider to switch to a preferred option. This action allowed the member quick access to needed medication.

Partner with us to experience the benefits of our advanced pharmacy programs and drive better health outcomes for your members.