

CASE STUDY

Medicaid Health Plan Achieves Improved Behavioral Health Medication Adherence with Outcomes

Introduction

In 2023, a Medicaid health plan identified members to be enrolled into the Outcomes Adherence Monitoring Program (AMP) with a focus on improving medication adherence among members with behavioral health conditions such as depression, schizophrenia, and bipolar disorder. The program uses a longitudinal patient engagement model and the expansive Outcomes pharmacy network to deliver adherence interventions throughout the calendar year. Outcomes analyzed the impact on medication adherence between members enrolled in the program versus members eligible but never enrolled.

Conclusion

The **Outcomes Adherence Monitoring Program (AMP)** has proven to be an effective solution for the Medicaid health plan, significantly improving medication adherence among its members. By providing continuous, personalized support through regular checkpoints and tailored outreach, the program has demonstrated increased adherence rates, potentially leading to improved overall health outcomes for those with serious behavioral health conditions. If you are interested in learning more about how AMP can benefit your business or members, **reach out today** to discuss how we can support your adherence goals.

Two Cohorts Evaluated

01
Members targeted for AMP and enrolled after successful enrollment intervention.

02
Members targeted for AMP but were not enrolled due to various reasons such as member refusal, failed outreach attempt, or unattempted outreach.

SOLUTION

Outcomes Adherence Monitoring Program (AMP) is a longitudinal patient engagement program that leverages the Outcomes clinical platform and pharmacy network to improve medication adherence. The program starts with an **initial enrollment intervention** where a pharmacist engages the member to assess potential adherence barriers and offer solutions towards improving the member’s medication therapy regimen. This is followed by subsequent **quarterly checkpoints** for a pharmacist at that same pharmacy to check back in with the member, encourage continued adherence, and track progress.

The program includes a **service fee** for each completed intervention and a **bonus payment** for successful program completion resulting in year-end adherence goal achievement.



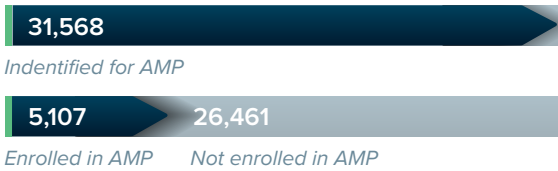
Health Plan Challenge

Behavioral health medications, including antidepressants, antipsychotics, and mood stabilizers, are vital for managing chronic conditions such as depression, schizophrenia, and bipolar disorder. Unfortunately, adherence to these medications is often low, leading to poor health outcomes and increased healthcare costs. Low adherence can exacerbate symptoms, lead to hospitalizations, and reduce overall quality of life for members.

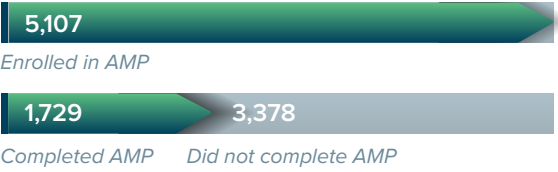
Results for the Medicaid health plan:

Members enrolled in AMP demonstrated improved adherence with the greatest impact seen in members who were enrolled and completed all checkpoints by year end.

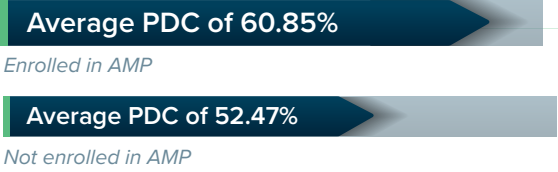
MEMBERS TARGETED



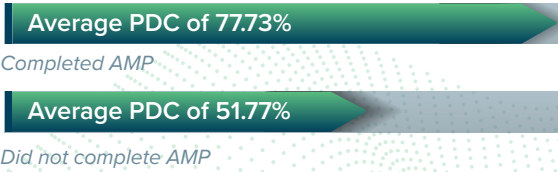
PROGRAM COMPLETION



MEMBERS TARGETED



PROGRAM COMPLETION



Summary

- **Adherence Lift:** Members who were enrolled in the program achieved an average PDC of 60.85%, whereas members not enrolled had an average PDC of 52.47%.
- **Adherent Members:** A higher percentage of members in the enrolled group achieved a PDC greater than 80% when compared to the non-enrolled group (28.8% versus 23.5%).
- **Continued Engagement:** Members finishing the program with all checkpoints completed achieved a 50.14% improved PDC with an average PDC of 77.73%. By comparison, members who were disenrolled from the program due to any reasons listed above had an average PDC of 51.77%, indicating that continuous engagement through the program has a positive effect on adherence.

Program Features:

- Focus on high-risk individuals enrolled in a Medicaid Specialty plan who have been prescribed antidepressants, antipsychotics, and mood stabilizers
- Outcomes platform enabling longitudinal adherence tracking and documentation.

Criteria for Continued Enrollment in AMP:

- Successful completion of quarterly AMP checkpoints.
- Ability to achieve PDC of 80% or greater by year-end.

Reasons for Disenrollment from AMP:

- Failure to complete quarterly AMP checkpoints, which may include patient refusals or missed follow-up attempts.
- Inability to achieve PDC of 80% or greater by year-end.
- Member terminations or opting out of the MTM (Medication Therapy Management) program.

ABOUT

Achieve Improved Behavioral Health Medication Adherence with Outcomes.



Empowered by the pharmacist-patient relationship, **Outcomes**® clinical pharmacy, patient engagement, intervention and adherence solutions connect payers, pharma, and providers to the largest network in pharmacy to improve patient care.

For more information
outcomes.com/payers

