

# Improving Medication Adherence

## In which Healthcare Effectiveness Data and Information Set (HEDIS®) measures could improved medication adherence contribute to better outcomes?

- Pharmacotherapy Management of COPD Exacerbation.
- Asthma Medication Ratio.
- Statin Therapy for Patients with Cardiovascular Disease.
- Statin Therapy for Patients with Diabetes.
- Blood Pressure Control for Patients with Diabetes.
- Anti-Depressant Medication Management.
- Adherence to Anti-Psychotic Medications for Patients with Schizophrenia.
- High Blood Pressure Control.

## How can you enhance adherence strategies?

### Communicate with each patient by using the appropriate:

- Language preference and proficiency.
- Health literacy levels.
- Culturally relevant education materials.
- Address social determinants of health that may affect medication adherence, such as financial challenges or transportation obstacles.

### Ask the right questions:

- Do you have all of the medications you were prescribed? (Probe for barriers such as cost or confusion)
- Do you understand why you are taking them?
- Do you ever forget to take your medications? (Discuss phone alarms, putting pills by the coffeemaker, etc.)
- Do any of your medications make you sick?
- If you feel worse, do you stop taking them?
- If you feel better, do you stop taking them?

**Schedule a 30-day follow-up appointment prior to the patient leaving the office.**

### Recommend tips for adherence improvement:

- Encourage auto refills.
- Pharmacy delivery options.
- Pill boxes and/or daily phone reminders.
- Place medications in visible area (by coffee pot, etc.)
- Use the same pharmacy for all medications.

## DID YOU KNOW?



Nonadherence is associated with decreased health outcomes, including:

- Higher rates of hospital admissions.
- Poor quality of life.
- Increased morbidity and mortality.
- Increased health care costs.

## PROVIDER RESOURCES



### Pharmacy Email:

[ITC-Pharmacy@iowatotalcare.com](mailto:ITC-Pharmacy@iowatotalcare.com)



### Provider Services:

Phone: 1-833-404-1061 (TTY: 711)



### Prior Authorization Submittals:

There are three ways to submit prior authorizations to Iowa Total Care:

1. **Provider Portal:**  
[provider.iowatotalcare.com](http://provider.iowatotalcare.com)
2. **Fax:** Providers can fax the appropriate inpatient or outpatient PA request form, posted on our website to the applicable physical or behavioral health number listed on each form.
3. **Phone:** Call Medical Management toll-free at 1-833-404-1061 (TTY: 711), or Behavioral Health at x603-2924.

## ADDITIONAL LINKS

### State of Iowa Preferred Drug List

[iowamedicaidpdl.com/  
preferred\\_drug\\_lists](http://iowamedicaidpdl.com/preferred_drug_lists)

### Prior Authorization Check Tool

[iowatotalcare.com/providers/  
preauth-check](http://iowatotalcare.com/providers/preauth-check)