

Medication Adherence

DATASHEET

Overview

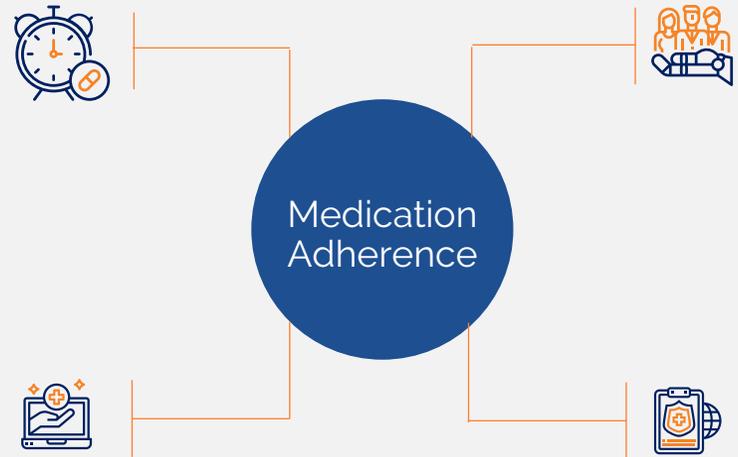
Prescription non-adherence is a real problem for the patients impacting tens of thousands of lives and payers spending billions dollars of avoidable medical cost every year. Our skilled workforce and our digital solution enables patients to refill their prescriptions on time and eliminate non-adherence.

Personalized Refill Reminders

- Phone, email and text reminders
- OnDemand App and refill Conformation
- Adherence estimation survey tool

Clinical Advocacy and Constituent Engagement

- Live coaching, including behavioral
- Community Pharmacist Engagement and Training
- Provider engagement and training



Patient Centric Digital Engagement

- AI/ML based classification and prioritization of cases for hyper-personalization
- Patient journey mapping, interactive videos
- Adverse effect reporting
- Patient training on self-administration and virtual patient interaction
- Smart Pill-Bottle technology

Plan Design

- Focus on cost barriers and plan design
- Product specific coupons
- Adherence incentive program (Loyalty/Reward Program)

Outcomes

FIRST CONTACT RESOLUTION

AGENT PRODUCTIVITY

PATIENT ENGAGEMENT SCORE

AI & AVERAGE HANDLE TIME

COST OF CARE