

# Medication Adherence

## Overview

Prescription non adherence is a real problem for patients impacting many lives, and Health Plans spend billions of dollars on avoidable medical cost every year. Our skilled workforce and our digital solution enables patients to refill their prescriptions on time and eliminate non-adherence.

## Outcomes



↑ FIRST CONTACT RESOLUTION



↑ AGENT PRODUCTIVITY



↑ PATIENT ENGAGEMENT SCORE



↓ AI AND AVERAGE HANDLE TIME



↓ COST OF CARE



## Personalized Refill Reminders

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

## 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)

## Clinical Advocacy and Constituent Engagement

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