

Help your patients adhere to their medication regimen

Your patients may benefit from many free tools and services available within the community to help them stay on track with their medications. Please review the list of resources below to determine the most convenient ones for your patients.

RESOURCES TO IMPROVE MEDICATION ADHERENCE	DESCRIPTION	CALL TO ACTION
Automatic Refill Programs	Service that is offered by almost all retail chains, independent pharmacies and mail order. Facilitates automatic refills for a patient and notifies the patient that their medication is ready.	Notify your patient of this program and warm transfer to their pharmacy to enroll them in this service.
Medication Synchronization	Tool that coordinates fill dates so that all medications for a 30-day supply can be obtained on the same day each month, which is available at most pharmacies.	Notify your patient of this program and warm transfer to their pharmacy to enroll them in this service.
Mail Order	Service that offers home delivery of 90-day supplies for maintenance medications.	Have your patient call Express Scripts at the number on the back of their card to get set up with mail order services.
Automated Reminders	Service offered by pharmacies that will send automated refill reminders in the form of text messages or IVR calls to notify patients that it is time to pick up their medication.	Notify your patient of this program and warm transfer to their pharmacy to enroll them in this service.
Pill Packing	Service that combines 30-day medication supplies into personalized packets labeled by the date and time of the day the patient is to take the medication.	Notify your patient of this program and warm transfer to their pharmacy to enroll them in this service. CVS Pharmacy offers this service to Highmark members at no extra charge. Other pharmacies may offer this to patients at minimal to no cost.
Preferred Generics	Tier 1 medications on Highmark’s Medicare Formularies. These are the lowest cost medications offered. Depending on your patient’s benefits, Preferred Generics can be as low as a \$0 copay during the Initial Coverage Phase.	Prescribe Preferred Generics, when appropriate, to help your patients save money.
Preferred Pharmacy Network	Mail order, select retail and independent pharmacies that have reduced copays on covered, non-specialty medications compared to pharmacies in the standard network. During the Initial Coverage Phase, Preferred generics can be as low as a \$0 copay when filled at a Preferred Pharmacy.	Send prescriptions to a Preferred Pharmacy to help your patients save money. To locate a Preferred Pharmacy, please refer to medicare.highmark.com/home for more information. Go to Resources, enter your patient or practice zip code then select Find a Pharmacy from the Find Care menu on the left hand side of the page.

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