



NEWS FOR ALL PROVIDER TYPES

# PAIN MEDICATION AND CARE IMPROVEMENT PROGRAM WITH AXIALHEALTHCARE

## SUPPORTING SAFE AND EFFECTIVE PAIN MANAGEMENT

Highmark Blue Cross Blue Shield has joined forces with axialHealthcare, a national pain and opioid care solutions company, to bring a new quality improvement program to Highmark providers in Pennsylvania. The program focuses on assisting providers with pain management and safe opioid prescribing.

Opioid misuse is an issue of national concern, and Highmark Blue Cross Blue Shield has adopted a multi-faceted, enterprise-wide approach that addresses the complete member experience to help ensure safe and effective pain management and minimize opioid misuse and dependence. This initiative is an expansion of a highly successful West Virginia program launched in the fall of 2016. The results over the past year are significant:

- Over 250 providers within Highmark West Virginia's Blue Cross Blue Shield market received extensive targeted education relevant to pain management.
- West Virginia patients receiving opioids from multiple prescribers dropped by over 20%.
- Patients receiving opioids alongside certain sedatives — a significant risk factor for opioid overdose — fell by over 15%.

Using claims information regularly submitted to Highmark Blue Cross Blue Shield, axialHealthcare conducts an advanced analytic review of pain care services and opioid prescribing to offer providers insight into their own prescribing patterns and a comprehensive view of their patients' medication history. Providers have access to patient alerts, care pathways for treating common pain complaints, guidance on clinical best practices for opioid prescribing, referral support for complex cases, and in-person and telephonic consultation with licensed axialHealthcare pharmacists.

For providers with six or more patients on opioid therapy, a monthly Risk Identification and Mitigation (RIM) Report benchmarks opioid prescribing patterns against his/her specialty peer group, with lower scores indicating an opportunity to improve compliance with evidence-based standards. The first RIM Reports will be available the first week of February.

To explore these resources on the new **Pain Management Program Portal**, access NaviNet® under **Workflows for This Plan** in the **Auth Inquiries and Reports** section\* and join us at the upcoming Pain and Opioid Care Provider Seminar on March 19th to interact with experts in pain management, hear the latest research, and experience live demonstrations of axialHealthcare's decision support tools.

\*Please note: The portal will be enabled for all Highmark PA NaviNet offices at the office and user level. Access can be disabled for any user by your security officer.