



CONCERNED ABOUT STARS? WE CAN GUIDE YOU TO SUCCESS.

With the many measures that comprise overall Stars scores, the performance of the PBM can influence your rating, as the drug plan has several measures tied to it. Important to note: Star measures have a two-year lag time, meaning that scores for 2019 are based on performance in 2017. Changes to measure cut-points or thresholds can also take plans by surprise since they are not announced by CMS until the measurement periods are over.

Therefore, constantly monitoring and predicting trends in data will help plans perform better and prepare for new measurements. Elixir shares the business goals of its Medicare plan clients and has the people, processes and tools in place to meet performance objectives. Elixir is the PBM of record for **two of only 14** Medicare plans to receive an overall **5-Star** rating in 2019, as well as for **three 4-Star** plans. Following are a few examples of how Elixir has helped some of our Medicare health plan clients increase their Star ratings:

CASE STUDY #1: IMPROVING ADHERENCE MEASURES LEADS TO INCREASED STAR RATINGS FOR TWO MEDICARE ADVANTAGE HEALTH MAINTENANCE ORGANIZATIONS

Profile of Plan 1: 40,000+ Members in Southeast

Profile of Plan 2: 2,500 Members in Midwest

Challenge:

As adherence measures for diabetic, hypertension and cholesterol medications are heavily rated in Star ratings, both plans turned to Elixir for assistance with increasing these measures through completing Comprehensive Medication Reviews (CMRs).

Solution:

- Our Care Navigator pharmacists and nurses worked with patients via phone to overcome barriers to adherence, answer questions, provide advice on medications, manage side effects and offer potential cost savings opportunities.
- With real-time access to prescription claims data, Care Navigators had an up-to-date clinical picture for the patient, and were able to more easily identify gaps in care or adherence issues.

- We conducted weekly meetings with each client to discuss progress of the Medication Therapy Management (MTM) program and any issues.

Results:

- Both clients achieved an overall 5-Star rating
- CMR completion rates improved for both plans
- Diabetes adherence rate improved 5% points for Plan 1 and 7% points for Plan 2
- Hypertension adherence improved 6% points for Plan 1 and 3% points for Plan 2
- Cholesterol adherence rate improved 10% points for Plan 1 and 2% points for Plan 2
- Plan 2 received a Pharmacy Quality Alliance (PQA) Excellence in Quality Award in recognition of achieving an overall rating greater than 4.5 Stars, along with a 5-Star rating for all four medication safety measures

CASE STUDY #2: STARS ESTIMATOR TOOL PREDICTS CLIENT SHORTFALL FOR NEW MEASURE

Profile:

5,000+ Members in Southwest

Challenge:

Using our Stars Estimator tool, data indicated this client may be negatively impacted by a new measure regarding statin use in diabetics.

Solution:

- Research revealed diabetic members were not being prescribed statins.
- We initiated a prescriber outreach and education program about the importance of statin use in reducing cardiovascular disease in diabetics.
- Our Care Navigators counseled patients on how to begin a statin, the cardiovascular advantages and possible side effects.

Results:

- Diabetics taking a statin medication increased from 71% to 80%
- The plan received a 4-Star rating for this measure for 2019

CASE STUDY #3: FORMULARY CHANGES IMPROVE PATIENT EXPERIENCE AND STARS SCORES

Profile:

250,000+ Members in a U.S. territory

Challenge:

As a means of improving the member experience, this client wanted a formulary that focused on high clinical value and low member disruption.

Solution:

- In consultation with a team of pharmacists, the formulary was expanded with appropriate brand and generic drugs.
- Several utilization management requirements such as step therapies and PAs were either removed or updated to expand coverage based on new FDA-approved indications or compendia use.
- Drug tiers were adjusted to lower cost sharing.
- Members were proactively informed, allowing them to prepare for the upcoming changes.

Results:

- The measures of 'Rating of the drug plan' and 'Getting needed prescription drugs' improved
- The plan achieved a 2019 Part D summary 5-Star rating

