

Advanced Opioid Management[®] Executive Brief



Still a complex problem with lasting impact

More than 1 in 6 Americans struggle with a substance use disorder¹, but many do not get the help they desperately need. The fact is, opioid use disorder is a medical condition that can affect anyone.

Opioid management is needed across the care continuum—touching the pharmacy, patient’s home and prescriber’s office. Advanced Opioid Management[®] maximizes safety by minimizing early opioid exposure, helping to prevent progression to overuse and abuse, and supporting patients in their treatment journey. **As of 1/1/2024, we are helping protect more than 15M lives.**

Consistently evolving and improving

Since September 2017—Advanced Opioid Management has been managing new/acute opioid users, short-term, intermittent and chronic users, as well as individuals who are misusing/abusing. The program addresses potential behavior and safety gaps at each part of the care continuum, including those patients in recovery with medications to treat opioid use disorder (MOUD):

at the prescriber’s office, helping to ensure the safe prescribing of opioids and opioid adjacent therapies; **at the pharmacy**, helping to ensure responsible dispensing; and **with patients**, helping to ensure they fully understand the risks associated with opioid medication use.

As the complex opioid crisis evolves, access to opioid overdose reversal treatment is more critical than ever. Beginning February 19th, 2024, **Express Scripts PBM will add drug coverage for two (2) OTC NARCAN boxes (each with 2 single-dose nasal spray devices) per member per year to the Advanced Opioid Management program.** The member out of pocket cost will be \$0. Plan sponsors will be responsible for the drug cost, but the Advanced Opioid Management program PMPM fee will not change as part of this enhancement.

Americans are more likely to die of an opioid overdose than in a motor vehicle crash.²

Lost work, health care costs, and lost productivity as a result of drug abuse cost plans an estimated **\$81B per year.³**



The Pharmacy Benefit Institute recognized Express Scripts’ Advanced Opioid Management program with the **2018 and 2020 Excellence Award for Opioid Management Strategies.**

Evernorth + Plan



- + New for 2024: addition of over-the-counter NARCAN[®] Nasal Spray to the program
- + Point of sale edits for Opioid and Adjacent therapies
 - Ensures appropriate dispensing of medications
 - Promotes safe dosing levels
 - Manages opioid utilization with the first prescription
 - Differentiates between initial and ongoing fills

- + Direct to patient support to educate
 - Informational letters
- + Proactive Specialized Neuroscience Therapeutic Resource Center[®] pharmacist outreach
- + Case manager outreach
- + Safe disposal education
- + Focus on mental health and addiction hotline resources on select member-facing materials

- + Physician Care Alerts (PCA) to assist in collaboration of health care providers
 - Sensitive disease states
 - Dosing alerts
 - Dangerous drug combinations
 - Safety measures and Naloxone
- + Prescriber education and peer comparison
 - Sensitive disease states
 - Enable greater visibility into patient care and prescribing trends

* eFWA = Enhanced Fraud, Waste and Abuse

We already effectively help to identify and stop concerning behavior through our Enhanced Fraud, Waste and Abuse (eFWA) solution. Once your members are locked-in, they may need additional support to address the issue that caused the lock-in and work through those challenges for a safe and healthy journey ahead. **That's why we offer case management support for members who are locked into a pharmacy and/or prescriber.**

Case management support includes:

- + Coaching and support for commonly misused drugs and management utilizing whole health strategies
- + Education and resources to promote safe pain management and the safe use of medications
- + Help to better understand and address the underlying issue that led to the lock in
- + Identification of strategies to help remove health and safety barriers
- + Screening for signs of substance abuse disorder and depression

Together with our clients, we are proud of our results

- + 41% reduction in the average MME for first-time opioid users with prescriptions above our threshold, with 95% of first-time users dispensed an Rx at or below 90mg MME⁴
- + 54% reduction in the average day supply per short-acting opioid claim for first-time users with prescriptions above our threshold⁵
- + 91% success rate for patients that were dispensed a 7-day supply or less of medications⁵

In addition to these results, our Therapeutic Resource Center neuroscience pharmacists have conducted **hundreds of hours** of proactive outreach phone calls for private, personalized patient counseling.

+ Average 15 years of industry experience

+ Average 6 years within company as a case manager



+ Experts in emergency and crisis mental health and substance use coaching

+ Minimum of five years postgraduate clinical experience

+ Master's and PhD level mental health professionals or nurses with psychiatric experience

Our Evernorth Behavioral Health case managers have the experience, expertise and empathy needed to help your members post lock-in.



In our communities

Opioid-related fatalities are not just percentages and statistics; each person has a name, a family and a story. We are proud to work with organizations like [The Zero Left project](#) which was founded by Jim and Jeanne Moser who lost their eldest son, Adam, to opioid abuse. They advocate the safe use and disposal of opioids, hoping to prevent another family from losing a child. We were proud to partner with them in 2018 on Capitol Hill, advocating stricter opioid laws to congress and continue to collaborate with the organization at industry events.

 **Want to understand your opportunity for more effective opioid management? Population modeling is available.** Contact your account executive to learn more about how we can help protect your members and your benefit from opioid abuse or visit our [solution page](#).

1. SAMHSA, [2022 National Survey on Drug Use and Health Releases](#) 2. [National Safety Council](#) 3. U.S. Drug Test Centers, [The Cost of Drug Abuse in the Workplace](#) 4. Advanced Opioid Management, 90 MME rule – BoB data 5. Advanced Opioid Management, Short Acting Fill Limit rules – BoB data 8/2019-03/2023

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