



Maximizing patient adherence



U.S. health care spending continues to rise – growing by 7.5%, reaching \$4.9 trillion or about \$14,570 per person in 2023.¹ Adherence to medication therapy is a critical aspect of medical treatment, particularly the treatment of chronic conditions.

What we've learned over 10 years addressing nonadherence

There is no simple solution for nonadherence and waiting to engage patients until after they have become nonadherent lacks effectiveness. **Maintaining adherence requires member support at critical points.**

By leveraging our pharmacists trained to ask the right questions we have discovered our member's true adherence barriers - **70% of nonadherence is behavioral.**

- + Not all patients fully understand their condition and medications associated
- + Each patient is unique and prefers to be supported differently
- + Reasons for nonadherence vary dramatically, which require different solutions

~24%

of hospital readmissions are due to nonadherence³

50%

of patients with chronic illnesses are nonadherent to medication⁴

ScreenRx[®]

Express Scripts Pharmacy Benefit Services' **ScreenRx** applies behavioral science, clinical specialization and actionable data to help your members make better healthcare decisions in their medication adherence. The program is built on three core principles:



Right person

- + Identifies patients at risk for future nonadherence
- + New opportunities generated daily
- + Predictive modeling scores recalculated weekly



Right clinical care support

- + Diagnostic outbound calls
- + Live Therapeutic Resource Center[®] pharmacist calls
- + Adherence tips for patients just diagnosed & new to therapy
- + Member website & mobile app alerts



Right solutions

- + Pharmacist consultations
- + Medication reminder device
- + Home delivery/90-day supply
- + Generic, low-cost alternative Rx
- + Automatic refills

Focusing on what helps each unique member

Member experience is an important differentiator of ScreenRx, made possible through our **Therapeutic Resource Center (TRC)** pharmacists who:

- + Are experts within their specific condition, and have knowledge on prescription side effects and how to overcome common disease-specific challenges
- + Are able to identify the member's barrier through motivational interviewing and open-ended questions
- + Counsel on adherence and other clinical care opportunities

1. Centers for Medicare & Medicaid Services, National health expenditure data, "NHE Fact Sheet", 2024, <https://www.cms.gov/data-research/statistics-trends-and-reports/national-health-expenditure-data/nhe-fact-sheet>

2. "Potentially preventable medication-related hospitalizations", Journal of the American Pharmacists Association Nov-Dec 2017

3. The Unmet Challenge of Medication Nonadherence", 2018, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6045499/#b2-18-033>

The industry's first actionable adherence solution

ScreenRx combines early detection with tailored interventions, customized based on members' reason for nonadherence and condition.

- + Targets patients with specific chronic conditions
- + Predictive models proactively identify the right patients for outreach, detecting the risk of future nonadherence
- + Helps more members stay adherent, improving long-term health
- + More effective than rearview approaches, and costs much less than disease-management programs

The Express Scripts Adherence IndexSM, enables early detection and prevention, considering up to 300 factors that influence behavior, which can result in decreased hospitalizations, complications and adverse effects—**ultimately lowering total cost of care.**

Targeted conditions:

- + Asthma/COPD
- + Diabetes
- + Hypertension
- + High Cholesterol
- + Depression
- + Osteoporosis
- + Anticoagulants (not warfarin)
- + HIV*
- + Hepatitis C*

In 2024 alone, ScreenRx has shown significant savings and outcomes

\$362M

healthcare savings

847K

patient outreaches

492K

gap closures

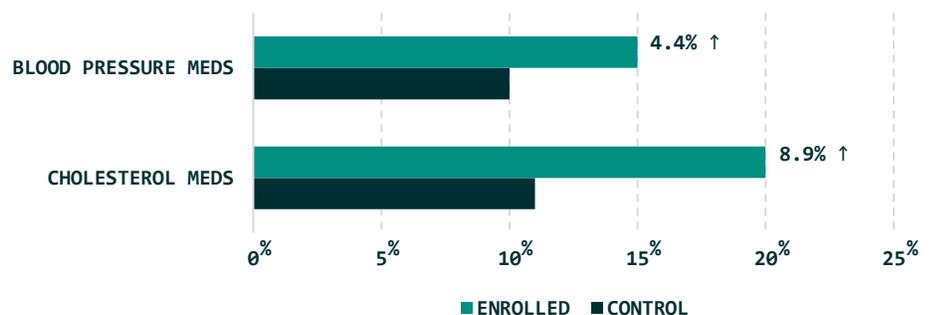
37M

incremental days adherence

Ask your account team about an ROI guarantee

Delivering results

In a year-long randomized controlled study in 2017, ScreenRx drove a sustained, positive impact on medication adherence rates for patients who implemented the solution



Patient story: adherence monitoring in real life

A patient was late to refill five cardiovascular medications due to concerns about the cost of the medication. To avoid potential negative health consequences, a TRC pharmacist engaged the patient:

- + The patient lived in a rural area and was interested in home delivery. The pharmacist was able to review savings and payment options, as well as how we could assist with moving from retail to mail and automatic refills.
- + The switch to Express Scripts PharmacySM for all of the patient's medications is estimated to have saved the patient \$14,000, along with the added convenience of automatic refills.

Contact your account team today to learn how you can increase adherence, improve member health and lower cost of care.

*opt-in

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