

Accredo’s multi-modal clinical support program increases proportion of days covered

THE CHALLENGE

Medication adherence

Poor medication adherence directly harms patient outcomes and overall health plan performance, leading to worse health results and higher costs. Every year in the U.S., medication nonadherence can account for treatment failures, hospitalizations and even deaths.



Evernorth’s approach to driving adherence

Accredo® Specialty Pharmacy delivers specialty care that goes beyond the prescription, surrounding patients with coordinated, condition-specific support throughout their treatment journey. At the core of this approach are Accredo’s 15 Therapeutic Resource Centers (TRCs), which are designed to meet patients where they are, addressing clinical needs alongside practical, emotional, and access-related challenges that can impact treatment success.

HOW IT WORKS

Multi-modal clinical support program implementation

Accredo launched a multi-modal clinical support program to boost medication adherence among specialty pharmacy patients. This approach provided patients with a flexible, approachable and personalized support system across multiple channels.

Evaluation of program effectiveness

Accredo conducted a study to assess how specialty pharmacy support impacted adherence, demonstrating that engagement in the program led to improved patient health behaviors.

ILLUSTRATIVE EXAMPLES OF IMPACT¹

5%-9%+

increase in proportion of days covered (PDC)

Maximally engaged patients achieved

9.4%

higher PDC and were 1.8 times more likely to be optimally adherent

Moderately engaged patients exhibited

5.4%

higher PDC and were 1.4 times more likely to be optimally adherent

1. Accredo Adherence Course Correct Study, 2024; 6-month Proportion of Days Covered (PDC). Results may vary.

▶ [Visit our specialty page to learn more](#)