

+
**Delivering
higher
adherence**

**How to improve medication
adherence with a simple switch**



Increasing chronic conditions paired with decreasing adherence to treatments necessary to manage these conditions



In the United States, 60% of adults have been diagnosed with at least one chronic condition.¹

The appearance and diagnosis of chronic conditions are on the rise. Within the over-50 population, the number of people with at least one chronic condition is expected to nearly double, hitting 142 million by 2050.² Chronic diseases are long-lasting conditions that limit daily activities, require ongoing medical care or both.

Managing these conditions requires strict adherence to a prescribed treatment regimen. Unfortunately, this can prove difficult for many people. Approximately 50% of medications for managing chronic conditions are not taken as prescribed, adding to the significant levels of nonadherence in this country.³

Not adhering to medication is our nation's costliest healthcare challenge. We waste hundreds of billions of dollars each year treating medical complications that could have been avoided if patients had taken their medications properly.



The cost of nonadherence

Each year, nonadherence causes:⁴



~125K
deaths



10%
of all hospitalizations



\$500B
in healthcare costs

Reducing nonadherence

Individual patients struggle with taking their medications as prescribed for many reasons, including being unable to afford them, unexpectedly running out, and experiencing or having concerns about possible side effects. Often these can be rectified when a patient chooses to get their medications through a home delivery pharmacy.

In fact, several studies over the years have demonstrated that patients using home delivery pharmacies have greater adherence rates compared to those using retail or community pharmacies. However, there has been little research on whether *switching* from filling a prescription at a retail or community pharmacy to filling via a home delivery pharmacy affects adherence and other health outcomes.

Until now.

The Evernorth Research Institute conducted proprietary research to analyze the association of pharmacy category between our members who switched to home delivery from retail and those who remained at retail. We examined commercial beneficiaries between 18 and 64 years old.



We examined claims within three discrete therapy classes: diabetes, high blood pressure, and high blood cholesterol.

We conducted a retrospective analysis on claims processed between July 1, 2020, and December 31, 2022.

To estimate adherence, we measured proportion of days covered (PDC). PDC is the percentage of days that a patient has medication on hand. A patient with a PDC over 80% is considered to be adherent to a specific medication, according to recognized industry standards.

From a larger pool of members, the following met the criteria for inclusion in the study:



98,532
members taking medication for diabetes

+



327,527
members taking medication for high blood pressure

+



201,900
members taking medication for high blood cholesterol

=



627,959
members total

WHAT WE FOUND

Making the switch can make all the difference



2–3x greater odds of being adherent after switching to home delivery.⁵

Our analysis uncovered a significant relationship between improved adherence rates and a patient moving their prescription from a retail or community pharmacy to a home delivery pharmacy solution.

Patients who switched to getting their prescriptions from a home delivery pharmacy were **observed to have two to three times greater odds of achieving our adherence benchmark.**

We also saw they had fewer inpatient hospital stays and emergency room visits, demonstrating that moving medications to home delivery reduces higher-cost medical visits, as well.



Increase in adherence rate by condition (after switching to a home delivery pharmacy):⁵

PATIENTS WITH DIABETES

17.2%
more adherent

PATIENTS WITH HIGH BLOOD PRESSURE

18.6%
more adherent

PATIENTS WITH HIGH BLOOD CHOLESTEROL

16.1%
more adherent



Medicare Star Ratings impact

Our analysis revealed that switching to a home delivery pharmacy had a positive effect on adherence rates and health outcomes for patients on Star medications as well.⁵

16–19%
higher adherence

46–52%
fewer inpatient hospital stays

29–31%
fewer emergency room visits

Helping patients manage their medications

The results of our analysis clearly demonstrate a patient is much more likely to take their medication as prescribed if they switch to filling their prescription at a home delivery pharmacy, such as Express Scripts® Pharmacy by Evernorth®. But the numbers only tell part of the story.

Why does the adherence rate rise? How do we help patients stay on track with their medications?

Express Scripts® Pharmacy was thoughtfully designed around features and benefits that directly address some of the most common variables negatively impacting a patient's ability to take their medication as prescribed.

“ I ran out of my medication. ”

We deliver **3-month supplies** right to patients' homes with automatic refills available at first fill.⁶

No more trips to the pharmacy, no more running out of medication.

“ I can't afford my next fill. ”

Patients **save an average of 32%** on their maintenance medications filling with us versus a retail pharmacy.⁷

“ I just forgot. ”

We send both **refill and renewal reminders** to patients in the communication channel they prefer. If a patient downloads our mobile app, they can also set up **daily dose reminders**.

“ I'm worried about possible side effects. ”

Patients have **24/7 access to pharmacists** who train and practice in specific conditions, so they can always talk to someone who understands their unique health needs and spends the time necessary to answer all their questions.



Real stories of eliminating real threats to adherence

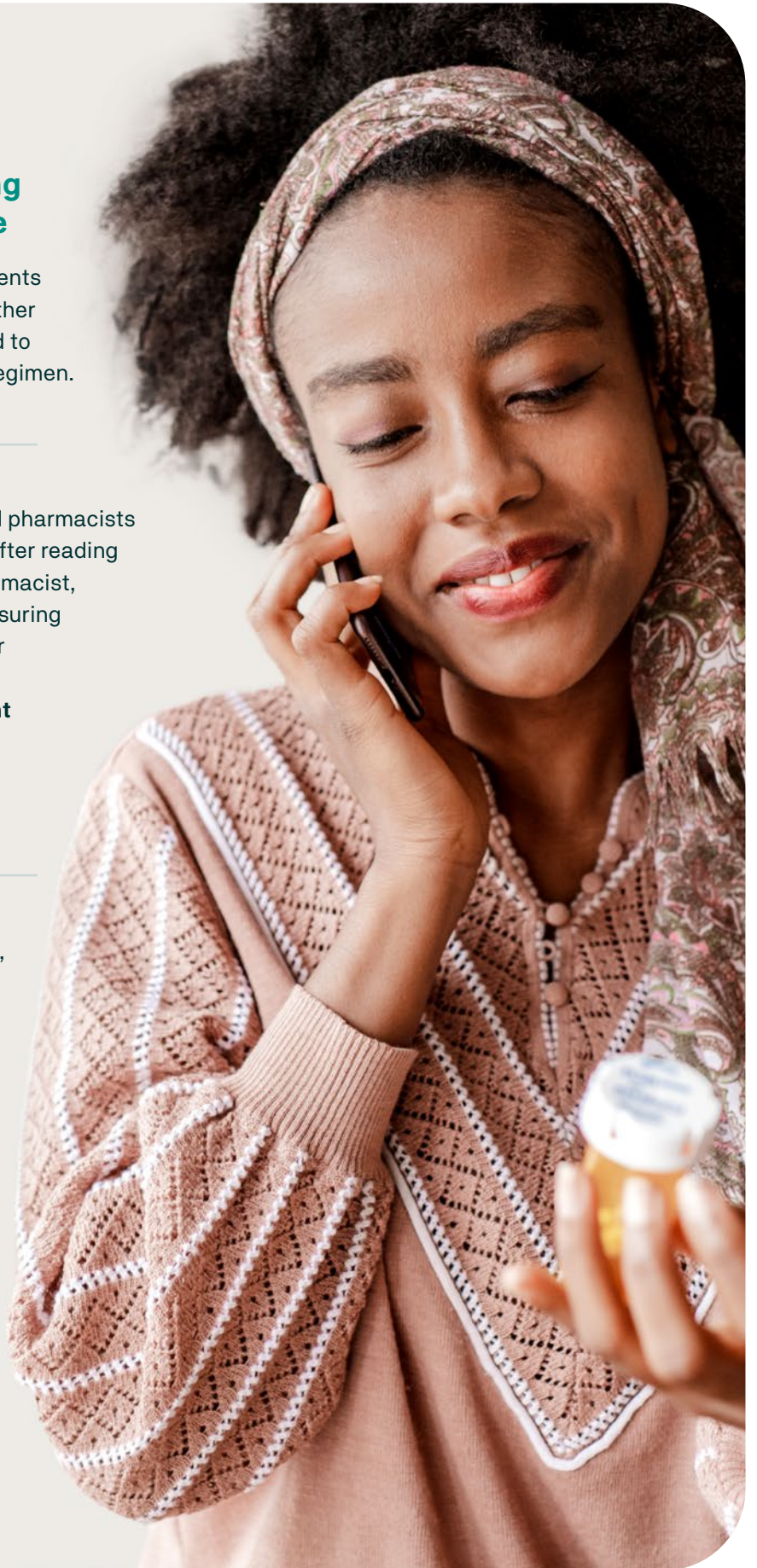
Every day, our pharmacists help patients navigate questions, concerns, and other issues to ensure they are empowered to stay on track with their medication regimen.



A patient called one of our registered pharmacists “terrified” of taking her medication after reading about possible side effects. The pharmacist, Bill Smith, talked with the patient, assuring her the benefits of the medication far outweighed the small risk of being impacted by side effects. **The patient was grateful for the information Bill gave her and began taking her medication as prescribed.**



Yogini Patel, a registered pharmacist, received a call from a patient who was concerned she wouldn't be able to afford the medication she needed to manage her type 2 diabetes. Yogini looked into the patient's benefits and realized **switching to Express Scripts® Pharmacy would save her \$6,000 a year.** The patient was relieved this simple switch could make her medication so much more affordable — and ended up moving her other eight prescriptions over as well.



Ready to help your members stay on track with their medications?

Talk to your account or sales representative today to learn more about how integrating home delivery into your plan design can improve adherence and overall health outcomes.



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