



Dear Pharmacy Provider,

Inland Empire Health Plan (IEHP) values your collaboration and ongoing commitment to help our Members of IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) achieve and sustain optimal health. Your partnership is crucial in improving the care and well-being of our IEHP DualChoice Members.

Our Pharmacy teams leverage a combination of medication therapy management (MTM) services and adherence campaigns in order to improve our quality metrics and overall care for patients.

How can you partner with us to help improve your patient’s adherence?

**IEHP Medication Adherence Toolkit for Pharmacies**

<p><b>Mail Order Services</b></p>	<p>If you offer free delivery services, please encourage your patients who are IEHP DualChoice Members to transition to mail order so they can receive their refills safely and on time.</p> <p>IEHP DualChoice Members can also be encouraged to contact their Provider to transfer their medicines to AllianceRx Walgreens Prime Mail service (<a href="https://www.alliancerxwp.com/home-delivery">https://www.alliancerxwp.com/home-delivery</a>, phone: <b>1-800-345-1985</b>), which is a free service that will deliver medicines to their home.</p>
<p><b>90-Day Supply</b></p>	<p>Please ask your patients who are IEHP DualChoice Members if they would like to obtain a 90-day supply of their maintenance medications. IEHP covers up to a 90-day supply for most maintenance medications.</p>
<p><b>Medication Intervention Collaboration</b></p>	<p>IEHP encourages its network pharmacies to utilize all available resources to help improve medication adherence including medication synchronization, auto-refill, and Pharmacist consultation.</p>



The National Committee for Quality Assurance (NCQA) has established the Healthcare Effectiveness Data and Information Set (HEDIS) quality measures for IEHP DualChoice to meet, many of which are focused on medication adherence. Increasing patient adherence to maintenance medications can lead to overall improvements in clinical outcomes and reduction in acute events. Pharmacy involvement in improving patient adherence to maintenance medications will also help support IEHP in meeting these quality standards as outlined by regulatory agencies.

If you have any questions regarding our adherence campaigns or MTM services, please call the IEHP MTM Pharmacy Team at **(909)-294-3708** between 8am- 5pm, Monday through Friday.

Thank you for your continued support to ensure our IEHP DualChoice Members receive the highest quality health care available.

Sincerely,

IEHP Pharmacy Services