

# Quality Provider Program — Endocrinology

## Working Your Open Gaps List: Medication Adherence Measure

### Instructions

#### STEP 1

Create a current gaps-in-care list:

1. Open your “Gaps-in-Care for Download” report: [QPP Report Hub](#).
2. Apply these filters:
  - **Super clinic:** Choose your clinic.
  - **Measure:** Click on “Medication Adherence: Cholesterol (STATINS),” “Medication Adherence: Diabetes (DIABETES),” and “Medication Adherence: Hypertension (RASA).”
  - **Status:** Leave all boxes checked. Include “Compliant,” “Achievable,” and “Non-Compliant.”
3. In the dropdown menu on the top right side of the page, change the view from **Member** to **Download**.
4. Follow the instructions on the screen to export the data to Excel.

Refer to [Report Hub Instructions: Basic User](#).

#### STEP 2

Format your Excel export.

(Refer to [Formatting a Gaps List in Excel](#).)

#### STEP 3

Review “Tips for Working your Gaps in Care List” (beginning at right).

**NOTE:** Examples used in this document are for instructional purposes only; the dates that appear are only representative of what a user might see.

### Measure Information

The objective behind medication adherence is to improve health outcomes by using pharmaceutical therapy for effectiveness and stability of patients diagnosed with diabetes, high cholesterol, and hypertension. By reducing the risk factors of disease progression through medication adherence, the patient's quality and length of life as well as overall well-being can be improved.<sup>1</sup>

### Tips for Working Your Gaps-in-Care List

1. **Pull the Medication Adherence Measures separately from the other clinical measures.** Medication adherence requires work with compliant patients whereas the other clinical measures would have those patients filtered out.
2. **Pull a new Medication Adherence patient list weekly.** Work the list on a weekly or biweekly basis. This will provide you the most updated claim information and allow you to stay on top of the outreach/reminder calls for those coming due or overdue for their refill.

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# Medication Adherence Measure, Continued

3. Review and understand data in list columns (see Figure 1a and Figure 1b below); note that dates may not reflect the current measurement year.

**Figure 1a. Understanding List Columns: Dates**

**Qualified Date:** The date of the medication fill that qualified the patient for the measure.

**Compliance Date:** The date of the most recent refill.

| Qualified Date | Compliance Date | Status    | Status Detail  | Achievable Date |
|----------------|-----------------|-----------|--|-----------------|
| 1/9/2024       | 1/14/2024       | Compliant | PDC 100% GLIMEPIRIDE 2 MG TABLET Prescribing provider<br>Qualifying fills on Dates (days supply): ( 01/09/24(90); 01/14/24(90) ) Phar:<br>WALMART PHARMACY 10-2050 ph: 7025645776 fax: )   | 4/13/2024       |
| 1/9/2024       | 1/15/2024       | Compliant | PDC 100% LOSARTAN/HCT TAB 100-12.5 Prescribing provider<br>Qualifying fills on Dates (days supply): ( 01/09/24(90); 01/15/24(90) )<br>Phar: DICKS PHARMACY ph: 8016770171 fax: 8016770173) | 4/14/2024       |
| 1/3/2024       | 1/16/2024       | Compliant | PDC 100% SIMVASTATIN 40 MG TABLET Prescribing provider<br>Qualifying fills on Dates (days supply): ( 01/03/24(90); 01/16/24(90) ) Phar: ROY<br>PHARMACY ph: 8017320202 fax: 8017321315)    | 4/15/2024       |

**Achievable Date:** The date the next refill is due based off the last refill date and quantity of pills.

**Figure 1b. Understanding List Columns: Status and Status Detail**

**Status:**

- **Compliant:** The patient is at or above 80% PDC.
- **Non-Compliant:** The patient has dropped below 80% PDC and they are late picking up their refill (the Achievable Date has passed).
- **Achievable:** The patient has dropped below 80% PDC, but they have some time before the next refill is due (they have not surpassed the Achievable Date).

| Qualified Date | Compliance Date | Status    | Status Detail  |
|----------------|-----------------|-----------|--|
| 1/9/2024       | 1/14/2024       | Compliant | PDC 100% GLIMEPIRIDE 2 MG TABLET Prescribing provider<br>Qualifying fills on Dates (days supply): ( 01/09/24(90); 01/14/24(90) ) Phar:<br>WALMART PHARMACY 10-2050 ph: 7025645776 fax: )   |
| 1/9/2024       | 1/15/2024       | Compliant | PDC 100% LOSARTAN/HCT TAB 100-12.5 Prescribing provider<br>Qualifying fills on Dates (days supply): ( 01/09/24(90); 01/15/24(90) )<br>Phar: DICKS PHARMACY ph: 8016770171 fax: 8016770173) |
| 1/3/2024       | 1/16/2024       | Compliant | PDC 100% SIMVASTATIN 40 MG TABLET Prescribing provider<br>Qualifying fills on Dates (days supply): ( 01/03/24(90); 01/16/24(90) ) Phar: ROY<br>PHARMACY ph: 8017320202 fax: 8017321315)    |

**Status Detail:**

**Proportion of Days covered (PDC),** which is how STARS measures compliance and is based on the fill date and days supplied — Note that:

- This annual percentage continuously changes as patients fill/don't fill their medications.
- The patient's PDC must be **at or above 80%** at the end of the measurement year to be compliant

for the measure. However, the payment for this measure is based on the member's monthly compliance (\$5 per month that member has taken the medication 80% of the days that month).

**Medication Name and Prescribing Provider:** The most recently filled medication and prescriber.

**Qualifying Fills on Dates (days supply):** Dates medication(s) were filled and quantity of pills.

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# Medication Adherence Measure, Continued

**4. Work the patient list to determine needed outreach.** Once you have your exported patient list, be sure to expand all columns, wrap text, and add a filter to the top row as shown in [Formatting a Gaps List in Excel](#), which allows you to easily sort the list as indicated below.

- Sort the entire list by the “Achievable Date” column, which is the due date for the next refill. Sort “Oldest to Newest” to bring the past due and upcoming dates to the top. **Do NOT work the list based on the “Status” column.**
- Scroll down to find those with an achievable date of today’s date, and prioritize outreach to all patients due for a refill between today and the next 2 weeks.
- Next, looking at the “Achievable Date” column, scroll up to focus outreach to the patients who are overdue for a refill (having surpassed the Achievable Date).
- **Optional:** If you have a large list of patients overdue for a refill, consider prioritizing your outreach, first for those with a PDC of 70-99%, then those with a PDC of 100%, and lastly, those with a PDC less than 70%.
- For the patients who are overdue for a refill, there may be an opportunity to ask them about any barriers with taking their medication as prescribed (cost, transportation to the pharmacy, remembering to take their medications, pill splitting, etc.). This could be a good time to provide the patient with some additional education and resources.

**NOTE:** There are no allowable corrections for the Medication Adherence measure.

Once the patient has filled the medication twice during the calendar year, they will remain in the denominator for the measure, regardless of whether they take the medication for an off-label use or they no longer take the medication.

For more information on improving medication adherence, please refer to pages 5 and 11 of the [QPP Best Practice Reference Manual](#).

## Reference

1. Neiman AB, Ruppert T, Ho M, et al. CDC grand rounds: Improving medication adherence for chronic disease management—innovations and opportunities. November 17, 2017. *MMWR Morb Mortal Wkly Rep.* 2017;66(45). <https://www.cdc.gov/mmwr/volumes/66/wr/mm6645a2.htm>. Accessed August 28, 2024.



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