# PeopleSafe - Adherence to Drug Therapy (ADT) Program Overview and Letters/Communications

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**Description:** Describes the Adherence to Drug Therapy program identifying the patient’s behavior taking medication, following a diet, and/or executing lifestyle changes which corresponds with agreed to recommendations from a health care provider.

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| What is Adherence to Drug Therapy (ADT) |

* It is a disease management program designed to improve members’ adherence with their medication therapy. PBM offers the ADT program to all clients at no cost to the member or the employer/health plan.
* The member is automatically enrolled unless the client has opted out. The program is voluntary. Members or prescribers can request to be excluded from the program at any time.
* It should be noted that if the member or doctor changes their mind, they can be reinstated in the program by contacting Customer Care.
* If a member requests to opt in/out of the program, warm transfer to the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51). Refer to [Program Opt Out/Opt In](#_Program_Opt_Out).

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| Program Approach |

Assist the member with [general questions](#_Potential_Member_Questions) about the program, [place refill orders (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a), enroll in [Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de) and/or address any other questions or concerns.

The program uses an advanced tool to identify members who are noncompliant with the program medication, incorporating both retail and mail service prescription claims.

Members are provided with timely communications designed to improve compliance and persistence with a specific medication regiment. Some letters may also include medication and disease specific educational materials.

There is no official formulary or drug list for this program. We perform an outreach for drugs related to the following therapeutic conditions:

* Behavioral health
* Benign prostatic hypertrophy (BPH)
* Breast cancer
* Coronary artery disease/ischemic heart disease
* Diabetes
* Heart failure
* High cholesterol
* Hypertension
* Osteoporosis
* Parkinson’s disease
* Respiratory diseases

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| Methods of Communication |

* Mail
* Fax
* IVR
* Text

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| With Whom Does ADT Communicate? |

* Members
* Prescribers

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| Communication Types |

* **Welcome Letter (W):** It is sent to the member when he/she fills the first prescription for the program medication (retail or mail). This communication is not available for brands.
* **First Fill Drop-Off Letter (FFDO):** This letter is sent to the member when the member is 10 days past first refill due date of medication and has not yet refilled. The FFDO letter is sent once.
* **First Fill Drop-Off Fax (Fax- FFDO):** This communication is sent to the physician who prescribed the program drug when the member is 10 days past first refill due date of medication and has not yet refilled. This communication is sent at the same time the FFDO letter is sent to the member.
* **First Fill Drop-Off/Off Therapy 2 IVR (FFDO/OT2-IVR):** This is a phone call to a member who is 10 days past refill due date of medication and has not yet refilled. This communication is sent to members who fill at retail.
* **Refill Reminders (RR):** This type of communication is sent to the member 14 days prior to the next refill’s due date.
* **Refill Reminder IVR (RR-IVR):** This is a phone call to a member who is 14 days away from the refill due date of medication and has not yet refilled. This communication is sent to members who fill at mail.
* **Off Therapy Communication Letter (OT):** This communication is sent to the member when they are 10 days past refill due date of medication and has not yet refilled.
* **Off Therapy Fax (Fax – OT):** This communication is sent to the physician who prescribed the program drug if the member is 10 days past refill due date of medication and has not yet refilled.
* **Off Therapy (OT IVR):** This is a phone call to a member who is 10 days past refill due date of medication and has not yet refilled. This communication is sent to members who fill at mail.

**Note:**  Members who are eligible for [Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de) may receive promotional messaging in the letter or IVR that mentions the added convenience of enrolling in Auto Refill Program to have prescriptions refilled automatically.

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| Program Opt Out |

The following requests should be emailed to the Adherence Operations mailbox [Adherence.Operations@CVSHealth.com](mailto:Adherence.Operations@CVSHealth.com):

* If the member does not want to receive any future adherence interventions related to the Adherence to Drug Therapy program.
* If the member, client, or pharmacy has previously opted out, and would like to opt back in.

In the email, including the following:

* Member’s full name
* Member ID number
* Member’s Date of birth
  + **If opting out:**  Indicate if member wants to stop receiving future adherence interventions for one specific medication **or** for all medications.

**Note:**  Members can opt out by calling the number on their prescription ID card at any time.

**Turnaround Time:** Most opt out requests are processed the same day, may take up to 72 hours to be completed.

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| Potential Member Questions |

Refer to as needed:

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| **#** | **Question / Statement** | **Answer** |
| **1** | **Why did I receive this letter?** | Icon - Conversation This letter is part of an educational program designed to support you with your medication therapy through your pharmacy benefit manager (PBM). The letter was sent based on your current/recent use of the medication mentioned in the letter. |
| **2** | **Why did the letter say I was not filling my medication on time?** | Icon - Conversation Our system indicated that you may not have filled your medication yet. When using mail service, once we receive your order, please allow 7 days for refills and 10 days for new prescriptions to be delivered. If you have been taking your medication as directed by your doctor, please keep doing so. |
| **3** | **How do you know what drugs I am on?** | Icon - Conversation Because we are your pharmacy benefit manager, we have access to your medication history. |
| **4** | **Does anyone else have access to my history?** | Icon - Conversation No. You can be confident that PBM employees are trained regarding the appropriate way to handle your private health information and are compliant with all patient privacy regulations. |
| **5** | **How do I stop receiving these letters?** | To request that letters regarding this drug are no longer sent to you, call the toll-free number at the bottom of the letter and provide the specific ID number noted there. Refer to [Program Opt Out](#_Program_Opt_Out). |
| **6** | **Do pharmaceutical companies see my information, such as what medications I am taking and my address?** | No. Personal information is not provided to pharmaceutical manufacturers. You can be confident that PBM employees are trained regarding the appropriate way to handle your private health information and are compliant with all patient privacy regulations. |
| **7** | **I am on other medications, and I would like to be sent information about them. Can you please provide it?** | Icon - Conversation Currently, educational programs are only available for certain medications. We continually add new medications to this program, and until then, your doctor or pharmacist should be able to provide you with information on the other medications you take. |
| **8** | **Is there a cost for this program?** | No. These programs are provided at no cost to you or your employer/health plan. |
| **9** | **Can CCR’s see phone calls made to and from the member** | Yes, they are documented in the Communication history. |

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| Related Document |

[Customer Care Abbreviations, Definitions, and Terms](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) Index (017428)

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