

# Focusing on Highmark Patient Adherence

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## Start by...

By using PharmacyGrowth and StarWellness, you can target and recruit your Highmark patients to increase their adherence.

After logging into your “Patient Engagement Center”, click on the “Growth” tab at the top of the screen.

### From the PharmacyGrowth page,

- Click on “Any Program” under “Filter”.
- Select “Highmark Adherence Focus Patients” from the drop-down menu.
- Then, scroll down to click on “Search”. The page will refresh to a list of patients to focus on for improving the Highmark Adherence measures.

### To filter the list,

- Click on “Select” under “Sort”
- Select “RDC Any” from the drop-down menu.
- And then click on “Search”. It will show the least adherent patients at the top, and the most adherent patients at the bottom.
- You will want to focus your attention on the least adherent patients found at the top of the page.

### If you want to filter this list down further to a more specific set of adherence measures and disease states,

- Select any of the RDC drop down menus under “Filter”.
- Type in the adherence measure you want to focus on.

### For example, if you want to identify HighMark Cholesterol patients who are less than 85% adherent,

- Click on the “Any RDC Cholesterol”.
- Select “Less than or equal to” to type in 85%.
- Click on Search. This will refresh the page to show the targeted patients.
- To see exactly what the Adherence measures are, hover over the given percentage in the “RDC Any” column of the patient list.

### With the page filtered to the patients you want to focus on,

- Click on “Action” located at the top of the patient list.
- Select “OnDemand” from the drop-down menu.



- Then send a pre-recorded message to your selected patients to drive adherence.

**Additionally, you can determine which of your Highmark patients qualify for Med Sync enrollment.**

- Click the “StarWellness” tab at the top of the screen.
- Select “Synchronization” from the drop-down menu. This will populate a list of your current patients who are not enrolled for Med Sync, but are eligible.

**Filter the list to see your Highmark patients. Again,**

- Click on “Any Program” under “Filter”.
- Select “Highmark Adherence Focus Patients”.
- Click on “Search” to refresh the page. You will see a list of patients that you can enroll in Med Sync to increase their adherence measures.

You can also send an OnDemand message to the patients by clicking “OnDemand” at the top of the patient list.

To enroll patients in Med Sync, click on the patient name. This will take you to the patient medication profile where you can begin the enrollment process.