PrescribeWellness

BlueCross BlueShield of Alabama Instructional Guide

1. Locate Your Focus Patients

a. Log into your PRO Wellness Center.

b. Click on the **PrescribeCare** tab at the top of the screen. Notice that the screen will default to show patients With Encounters automatically.

c. Click the tab **Without Encounters**. Once on the PrescribeCare page, click on **Any Program** under Filter.

d. Select the **Plan** tab.

e. Select **BCBSAL Focus Patients**.

f. Click on **Apply**. This page will refresh to a list of patient to focus on to improve adherence measures.

g. Select the desired patient to open the Patient Profile.

2. Document the Patient Encounter

a. Click on **Add Encounter,** and Select **e-care plan**. This will open a Verify Patient Information pop-up window.

b. In the Overview tab, select appropriate encounter **Type** and **Class**.

   i. Select: Initial or Follow-Up

   ii. Class: Face-to-Face or Telephonicc. In the Encounter Reason field, select **Assessment of compliance with medication regime** option.

c. Leave the two Referral sections blank.

d. In the Time Spent field, select the estimated time you will spend on this patient's encounter.

e. Enter the first name, last name, and NPI number of the pharmacist conducting this encounter into the appropriate fields, or if you see your name, you may select it.

f. Click on the disclaimer: The patient agrees to this encounter. The patient also agrees to consult with their doctor before modifying any medications.

g. Click on **Next** to move to the next tab.

3. Patient Tab

a. Once in the Patient Tab, notice there are 3 sections: demographics, insurance, and medical history.

b. You do not need to document the Primary Care Physician or the patient's Race or Ethnicity.

c. Select the patient's Gender.

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d. Click on **Next.**

e. Click on **Add Plan**.

f. Select **BlueCross BlueShield of AL** in the Insurance Plan field.

g. If BlueCross BlueShield of AL is not listed, click on **Manually Enter** to manually add the insurance information.

h. Click **Next**. You may leave the Medical History Section blank

i. Click on **Done** to save this information and load the encounter.

4. Medications Tab

a. Click into the **Medications** tab.

b. Review the patient's Adherence scores under the patient badge, which can be found on the top of the screen.

c. Note the disease states where the adherence scores are less than 85%.

d. Only select the medications that are adversely affecting the adherence scores.

e. Click on **Import Medications**.

f. Review the patient's recent medications list, and check and/or uncheck medications to ensure that this list accurately reflects the patient's current medication regimen. *Note:* It'll automatically pre-select the medications the system is recognizing as active.

g. Continue to the patient encounter.

5. Medication Adherence Review and Intervention

a. Identify medications related to the respective adherence issues. For those identified:

i. Click on the **Edit** button located to the right of the MTP column.

ii. In the pop-up window, select the **MTP** tab and click on **Add MTP**.

iii. From the drop down listing, select the appropriate issue from the approved list:

1. Patient unable to obtain medication. This can also be used for patients that cannot afford their medication.
2. Uses less medication than prescribed
3. Noncompliance with medication regimen
4. Patient forgets to take medication
5. Patient refuses to take medication

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iv. Click on **Save**.

v. Click on **Add Status** in the MTP Status column and select **Active**.

vi. Click on **Add Intervention** and select one of the following educations, based on the medication's indication:

1. Dyslipidemia education
2. Hypertension education
3. Diabetic education

vii. Select the **Intervention Status**.

1. In-Progress or Completed

viii. Click on **OK** to save the MTP information and return to the Medication tab.

ix. Address all pertinent medications and their MTPs/Interventions to reflect the adherence issues.

6. Additional Notes

a. Click on **Notes** tab.

b. Click on **Add Note** in the Progress Notes section

c. Here you can enter any other pertinent notes as to why the patient is having adherence issues. You may enter up to 5000 Characters.

Quick Tips:

- All changes are automatically saved.
- Edits can be made within the encounter as the adherence status of the patient changes.
- Editing the patient encounter can only be done if the status of the encounter is **In Progress**.
- A patient care report can be printed any time by utilizing the action button.