

# A Pharmacy Program Designed for Patients with Complex, Chronic Needs

Comprehensive long-term pharmacy care, **provided by ExactCare**, is designed to help people live healthier and have more good days—wherever they call home.

## Value to Patients

ExactCare, a pharmacy by AnewHealth, works with home health organizations to help patients safely and independently manage their medications at home.



Improved Medication Adherence



Safer, More Effective Medication Regimens



Seamless, Coordinated Care



Less Stress, Increased Convenience & Peace of Mind








Overall Superior Experience



Better Overall Patient Health


# Adherence Tools to Support Your Patients

ExactCare provides multiple adherence interventions seamlessly coordinated in a single solution to help patients stay on track with their medications.

 <p><b>Medication Synchronization</b></p> <p>All scripts filled on the same day</p> <hr/> <p>Reduces patient confusion and forgetfulness</p>	 <p><b>Medication Delivery</b></p> <p>Includes Rx and OTC medications</p> <hr/> <p>Especially helps patients who are non-ambulatory</p>	 <p><b>Adherence Packaging</b></p> <p>Doses organized by day and time</p> <hr/> <p>Reduces forgetfulness and medication errors, increases convenience</p>	 <p><b>Medication Reminders</b></p> <p>Customized electronic reminders</p> <hr/> <p>Helps patients take medications as prescribed</p>	 <p><b>Refill Reminders</b></p> <p>Changes identified, scripts renewed</p> <hr/> <p>Prevents gaps in coverage, enables profile accuracy</p>
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## Adherence Packaging

Patients receive medications packaged by dose, day and time in the ExactPack®. This can include any routine oral prescription medications, as well as vitamins, supplements and over-the-counter medications.



Icons indicate time of day to take meds

Name, strength and dosage of each drug

Descriptions include color, shape and what's printed on it

Easy-tear opening

Number of packets for this time of day

Number of each drug in the packet

Patients can also receive topicals, creams, inhalers and other medications in their monthly delivery.

# Getting Patients Started via PointCare

For patients in home settings taking 5+ medications, prompts to refer a patient will appear after medication entry during the following visits:

- SOC Visit
- Subsequent or Supervisory Visit
- ROC/RECERT
- Follow-Up Visit
- Resumption of Care

## Patient is Interested

Once you have entered the patient's medications, you will be prompted with the screen below and will have the opportunity to refer a patient. Click on **"Play Video"** to show the patient a short video to introduce the ExactCare program.

THIS PATIENT MAY BE ELIGIBLE FOR MEDICATION MANAGEMENT THROUGH A PARTNERED PHARMACY BASED ON MEDICATIONS AND SERVICE LOCATION. PLEASE CONSIDER THE FOLLOWING CRITERIA TO HELP DETERMINE IF THE PATIENT MAY BENEFIT FROM FURTHER MEDICATION MANAGEMENT:

- CURRENTLY DIAGNOSED AND TREATED FOR TWO OR MORE CHRONIC CONDITIONS?
- CURRENTLY HAS 2 OR MORE PRESCRIBING PHYSICIANS?
- CURRENTLY USING 2 OR MORE PHARMACIES?
- HAS DIFFICULTY GETTING TO THE PHARMACY OR ARRANGING FOR ASSISTANCE TO PICK UP PRESCRIPTIONS?
- OCCASIONALLY SKIPS, MISSES, OR FORGETS A MEDICATION DOSE REGARDLESS OF THE REASON?

Play Video

1 Comments

2  By checking this box, you are confirming the patient has authorized the release of medical information to a third party pharmacy.

3 Refer Decline Not Now

**Note:** Clicking **"Save"** in the final referral steps does not send the referral to ExactCare. **ExactCare will only receive the referral when you sync your PointCare device.**

- 1 Add coordination comments to be shared with ExactCare to help them interact with the patient such as: patient cannot speak; patient is easily confused; patient uses pill boxes.
- 2 Select the box confirming the patient has authorized release of medication information to a third-party pharmacy.
- 3 Click the **"Refer"** button and continue with the patient/caregiver contact prompts.

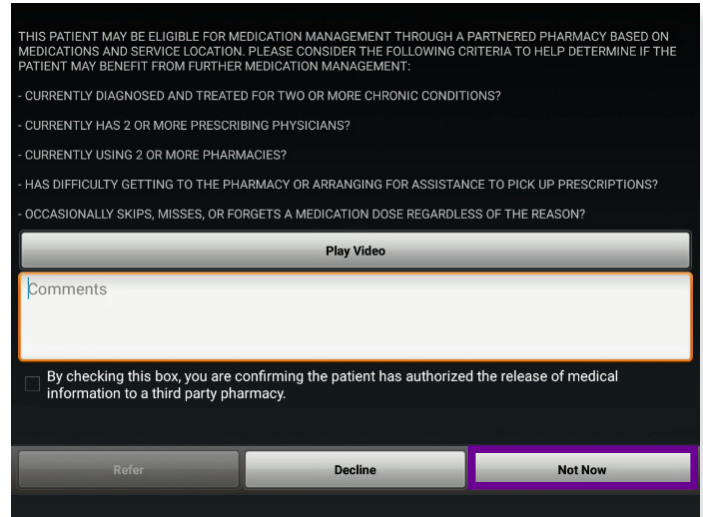
# Getting Patients Started via PointCare

## Patient is Unsure

If a patient is unsure click the **“Not Now”** button. By clicking this button, your PointCare device will create reminders in two places shown below.

If SOC visit or current visit is not a good time to discuss the program with the patient, select **“Not Now”**.

**Important Note:** These reminders will appear for this patient during every future visit until the patient is referred to ExactCare or declines service.



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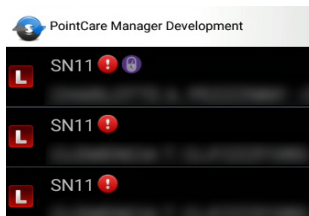
Play Video

Comments

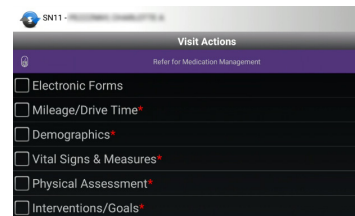
By checking this box, you are confirming the patient has authorized the release of medical information to a third party pharmacy.

Refer Decline **Not Now**

**1** An icon on the visit list screen, next to the service code and other icons.

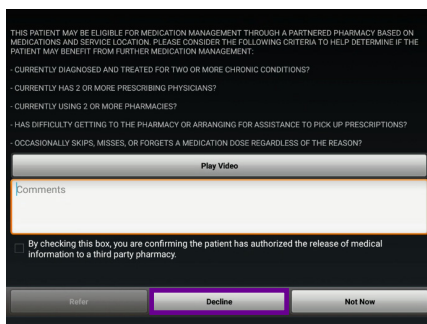


**2** An alert bar at the top of the visit actions screen. (Click on the purple bar to refer a patient.)



## Patient Does Not Want Service

If the patient wants to decline service click the **“Decline”** button. Then select the reason why the patient declined service and click **“Save”**. For PRN clinicians or anyone who does not work a regularly scheduled shift, please do not select the decline button. Select **“Not Now”** to provide the next clinician an opportunity to offer the program to the patient.



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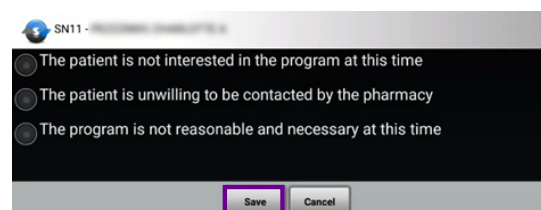
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Play Video

Comments

By checking this box, you are confirming the patient has authorized the release of medical information to a third party pharmacy.

Refer Decline **Not Now**



SN11 - Medication Management

The patient is not interested in the program at this time

The patient is unwilling to be contacted by the pharmacy

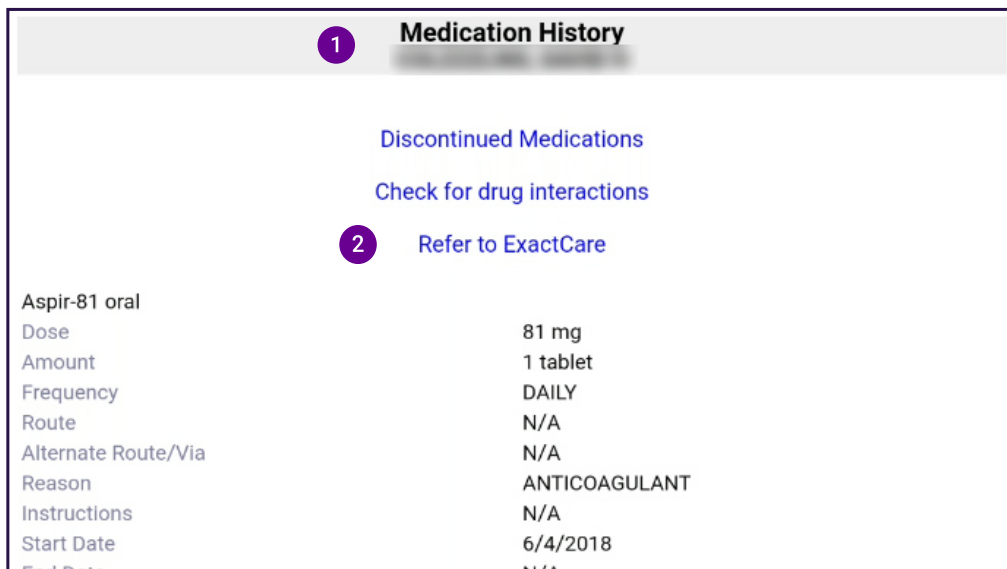
The program is not reasonable and necessary at this time

Save Cancel

# Getting Patients Started via PointCare

You will also have the opportunity to refer patients at any time outside of a SOC, ROC RECERT, Follow-Up Visit or Subsequent Visit, by utilizing the ad hoc referral method. Complete the referral through the following steps:

- 1 Access "Medication History."
- 2 Click the "Refer to ExactCare" link to begin the referral process.
- 3 Select the patient authorization check box.
- 4 Click the "Refer" button and continue with the patient/caregiver contact prompts.



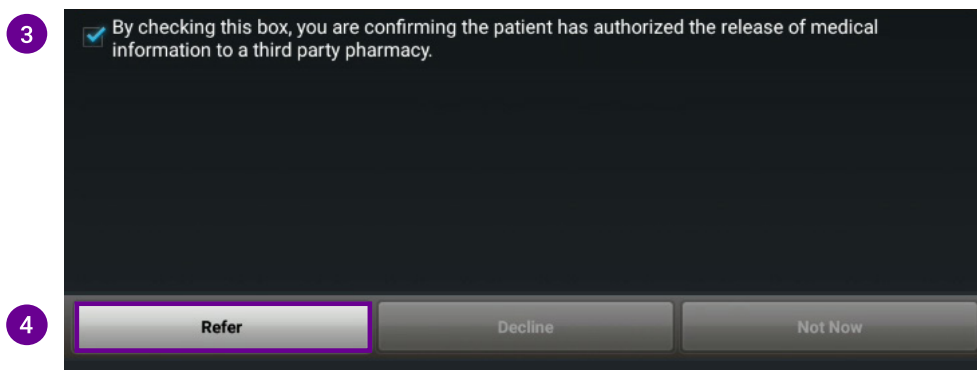
**1** Medication History

Discontinued Medications

Check for drug interactions

**2** Refer to ExactCare

Aspir-81 oral	
Dose	81 mg
Amount	1 tablet
Frequency	DAILY
Route	N/A
Alternate Route/Via	N/A
Reason	ANTICOAGULANT
Instructions	N/A
Start Date	6/4/2018
End Date	N/A



**3**  By checking this box, you are confirming the patient has authorized the release of medical information to a third party pharmacy.

**4** Refer Decline Not Now

# Patients Who May Benefit From Support

## Multiple chronic conditions, such as:

- Heart failure
- Diabetes
- Hypertension
- COPD, chronic lung disease
- Alzheimer's/dementia
- Mental health/behavioral health
- HIV

## Especially valuable for a patient who:

- Utilizes assisted or skilled living
- Requires home care support
- Are homebound or have limited mobility
- Needs assistance with Activities of Daily Living (ADLs)
- Experienced recent SNF stays, hospitalizations and/or ER visits
- Needs care management to coordinate care
- Has multiple prescribers

## Connecting Patients to Support

### Call ExactCare's Dedicated Referral and Scheduling Line



**Phone: 1-844-287-1609**

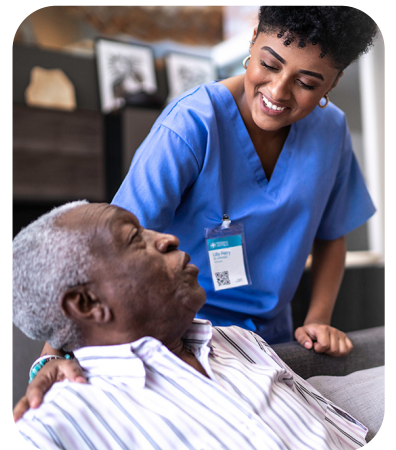
Call with the patient to schedule their health and medication review or if you need assistance referring.

### Communicating with Patients About ExactCare

"Hi [Patient Name], I would like to tell you about a pharmacy called ExactCare that can help you with your medication management. They specialize in helping people who take multiple medications every day. ExactCare will sort and package your medications by day and time to make it easier for you to take them as prescribed. The medications will be delivered to you every month.

ExactCare will also communicate with all of your physicians to make sure that everyone is aware of what medications you are taking.

Is it OK if we ask ExactCare to contact you to get started?"



# Frequently Asked Questions

## How much is this going to cost me?

- There is no charge for ExactCare's support, including delivery, packaging and clinical pharmacy services
- You pay only your prescription copayments, if you have them
- As you get started, ExactCare will discuss any copayments with you, if you have them

## Why should I choose ExactCare as my pharmacy?

- ExactCare specializes in helping people who live with chronic diseases or manage multiple daily medications
- ExactCare offers multi-dose packaging that separates your medications by day and time you should take them
- An ExactCare pharmacist reviews your medications each month to look for possible risks to your health

## Is medication delivery safe and reliable?

- Yes! ExactCare successfully delivers medications to people every day, using a variety of shipping methods
- ExactCare sends your medications in a discrete, unmarked box for privacy
- If you are away from home for an extended period of time, you can temporarily change your shipping address

## What if my family/caregiver takes care of my medications for me?

- ExactCare can work directly with your caregivers, with your consent
- Your caregiver will appreciate having your medications pre-sorted and organized by time of day
- ExactCare helps you and your caregiver understand how to take your medications as prescribed

## What if my medications change frequently?

- ExactCare will work with you and your doctors to manage your medication changes
- Depending on the situation, we may wait until the next ExactPack to include the new medication; send a short supply in a vial; or send a whole new ExactPack

## Do you accept my insurance?

- ExactCare accepts most major insurance plans, including Medicare Part D, Medicaid and private-pay insurance
- ExactCare does not accept VA or 90-day mail order prescription plans
- They bill your insurance company directly to make the process easy for you