

# Medication Adherence Support Available

At Healthfirst, collaborating to improve patient outcomes is of utmost importance. We understand the challenges providers like you face when it comes to connecting with hard-to-reach members, working with pharmacies to ensure 90-day fills are dispensed properly, and working with members through cost, transportation, and health literacy issues.

We have partnered with pharmacies to help support you in improving medication adherence among your patients. The pharmacies noted below benefit the patient and the provider by offering services such as medication counseling, medication synchronization, and prescription delivery. They also offer resources to you to help with coordinating medications between you, the pharmacy, and your patients.

Please consider utilizing these pharmacies whenever possible to ensure optimal patient medication adherence.

Pharmacy Store Name	
Capsule Pharmacy	<p><b>Capsule Pharmacy offers free same-day delivery of medications.</b></p> <ul style="list-style-type: none"> <li>■ Works with patients to maintain adherence, address side effects, answer questions, and schedule refills</li> <li>■ Works with providers and insurance companies to help manage prior authorizations</li> <li>■ Offers call/text reminders to refill medications</li> <li>■ Pharmacist available for counseling for medication questions by text, call, email, or mobile app</li> <li>■ Staff speaks more than 10 languages</li> </ul> <p>Providers can send prescriptions to Capsule by e-prescribing to Capsule or calling <b>1-888-910-1808</b>.</p>
CPESN USA	<p><b>CPESN USA is a clinically integrated network of community pharmacies that coordinates patient care with broader care teams to provide medication optimization activities and enhanced services for high-risk patients.</b></p> <ul style="list-style-type: none"> <li>■ With 157 pharmacies located throughout the NYC Metro area</li> <li>■ Offers free delivery</li> <li>■ Medication reconciliation and synchronization available for all patients</li> <li>■ Comprehensive medication reviews with a personal medication record</li> <li>■ Immunizations available</li> </ul> <p>Visit <a href="https://cpesn.com/finder">cpesn.com/finder</a> to find the nearest CPESN pharmacy</p>

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ExactCare	<p><b>ExactCare helps members with complex medical needs to overcome medication-related and chronic-care challenges.</b></p> <ul style="list-style-type: none"><li>■ Offers free mail order delivery only (in discreet packaging)</li><li>■ Medications are packaged and sorted by day and time</li><li>■ Monthly review of medications by a clinical pharmacist</li><li>■ Medication adherence monitoring and management</li><li>■ Electronic refill reminders and online account management through mobile app</li></ul> <p>Connect with ExactCare at <b>1-877-355-7225</b>.</p>
Medly Pharmacy	<p><b>Medly Pharmacy offers free same-day delivery of medications.</b></p> <ul style="list-style-type: none"><li>■ Works with patients to maintain adherence, address side effects, answer questions, and schedule refills</li><li>■ Works with providers and insurance companies to help manage prior authorizations</li><li>■ Offers call/text reminders to refill medications</li><li>■ Pharmacist available for counseling for medication questions by text, call, email, or mobile app</li><li>■ Staff speaks more than 10 languages</li></ul> <p>Providers can send prescriptions to Medly by e-prescribing to Medly Pharmacy or calling <b>1-800-620-2561</b>.</p>
CVS Caremark Mail Service Pharmacy	<p><b>CVS Caremark Mail Service Pharmacy can mail 90-day supplies of most medications directly to patients' homes at no cost.</b></p> <ul style="list-style-type: none"><li>■ Prescriptions can be managed and set up for automatic refill through the Caremark website</li><li>■ Members receive an email, a phone call, or a text message alert prior to each order or refill</li><li>■ Most maintenance medications are eligible for enrollment</li><li>■ Prescriptions can be disenrolled at any time</li></ul> <p><b>To set up mail-order prescriptions through CVS Caremark, e-prescribe to:</b></p> <p><b>CVS Caremark Mail Order Pharmacy</b> 9501 E. Shea Blvd. Scottsdale, AZ 85260 Phone: (877) 864-7744   Fax: (800) 378-0323 Pharmacy NABP or NCPDP#: 0322038</p> <p>Once prescriptions are received, CVS Caremark will call first-time users of the service to set up their account. Should patients have any questions, they can contact CVS Caremark directly at <b>1-800-552-8159</b>.</p>