

Senior PharmAssist



NC Coalition on Aging: Whole-Person Care

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24 February 2023

Medicare Beneficiaries by Income in NC – 2019 (Federal Poverty Level)

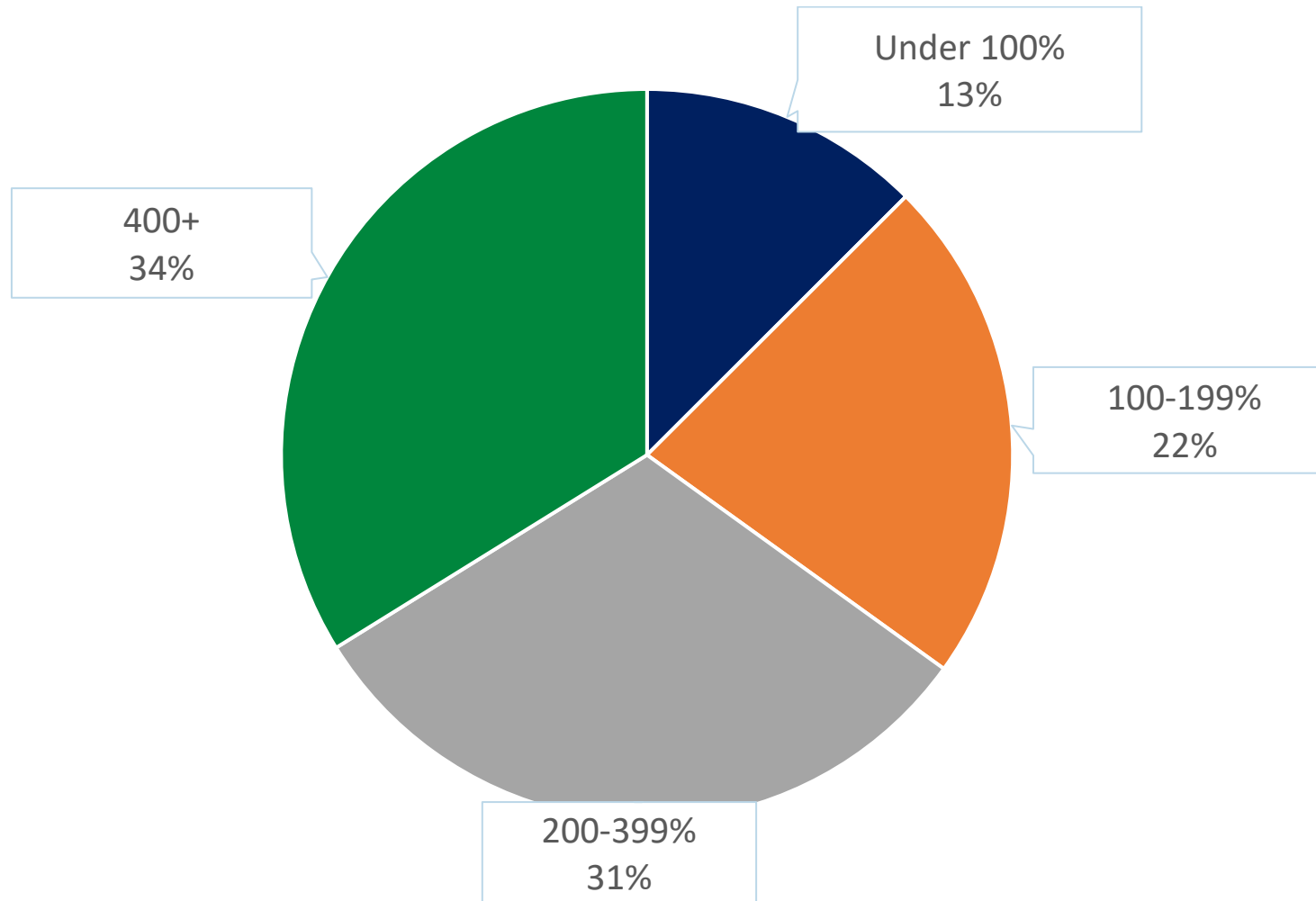


Figure 9

Median Per Capita Income, Savings, and Home Equity Are Higher for White Medicare Beneficiaries Than Black or Hispanic Beneficiaries

Overall White Black Hispanic



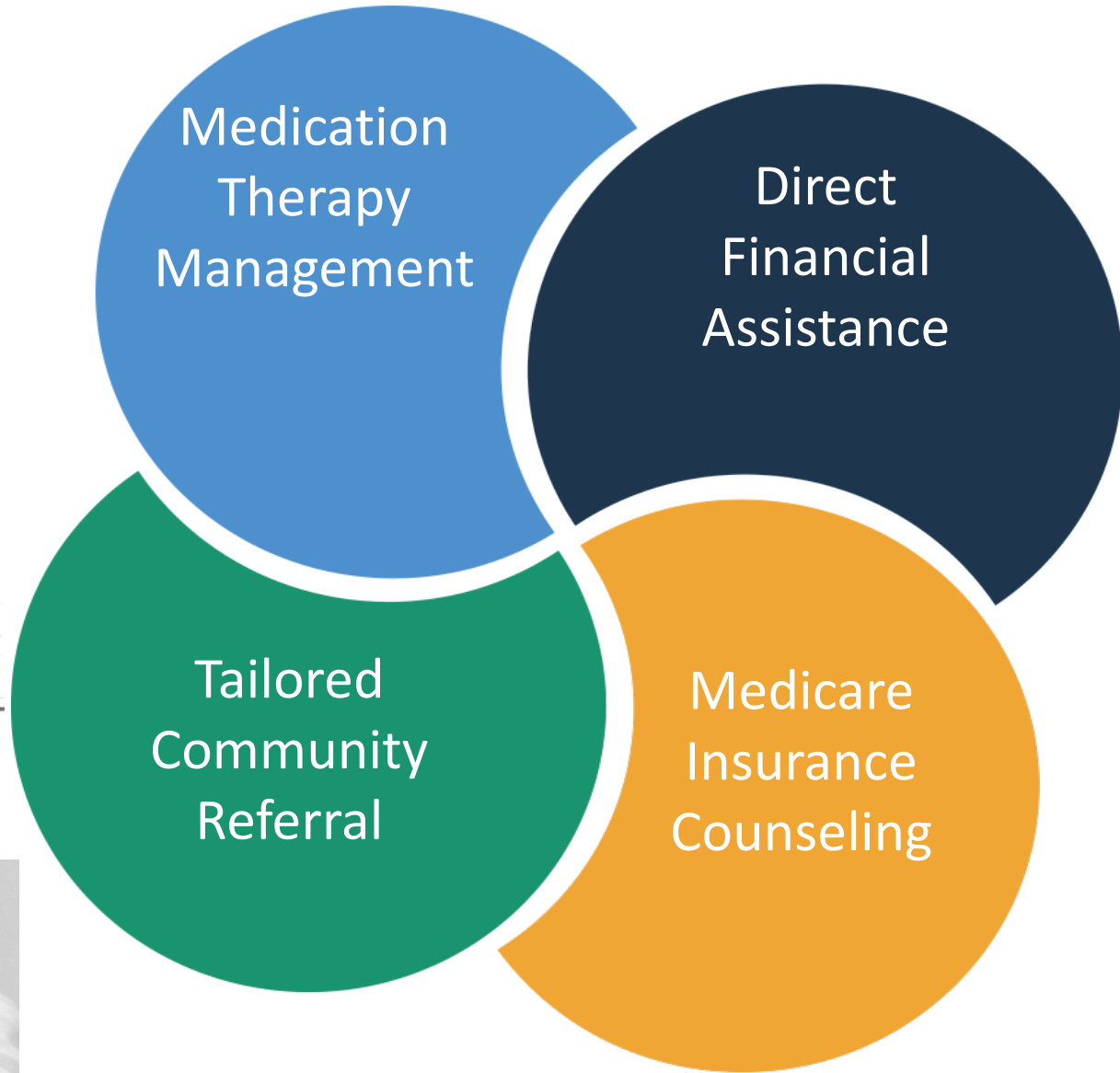
NOTE: Data on other racial/ethnic groups not shown and is not available for other specific groups beyond those shown due to small sample size.

Persons of Hispanic origin may be of any race but are categorized as Hispanic; other groups are non-Hispanic.

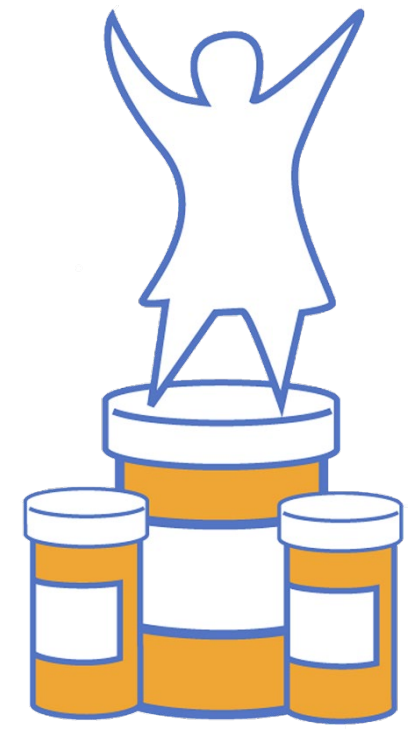
SOURCE: KFF/Urban Institute analysis of DYNASIM data, 2019

KFF

Source: <http://files.kff.org/attachment/Report-Racial-and-Ethnic-Health-Inequities-and-Medicare.pdf>



S E N I O R
PHARM *Assist*



Medicare's Open Enrollment is
October 15 – December 7!

Senior PharmAssist Services (Durham Residents)

**Medication
Therapy
Management**
No charge up to
300% FPL

**Tailored
Community
Referrals**

**Direct Financial
Assistance**
60+ years &
<250% FPL with
Medicare drug plan

**Medicare
Counseling**
Durham resident
any age or income



The Intersection of Medication Access and Use

- *“Drugs don’t work in patients who don’t take them.”*

- Former Surgeon General C. Everett Koop

- Nonadherence – often intentional
 - Cost
-
- Sometimes the best medicine is no medicine at all.
 - Polypharmacy – “medication overload”
 - Medication-related problems
-
- ✓ Goal -> Couple medication access with medication appropriateness





Motivational Interviewing

- Active listening
- Open-ended questions
- Reading body language

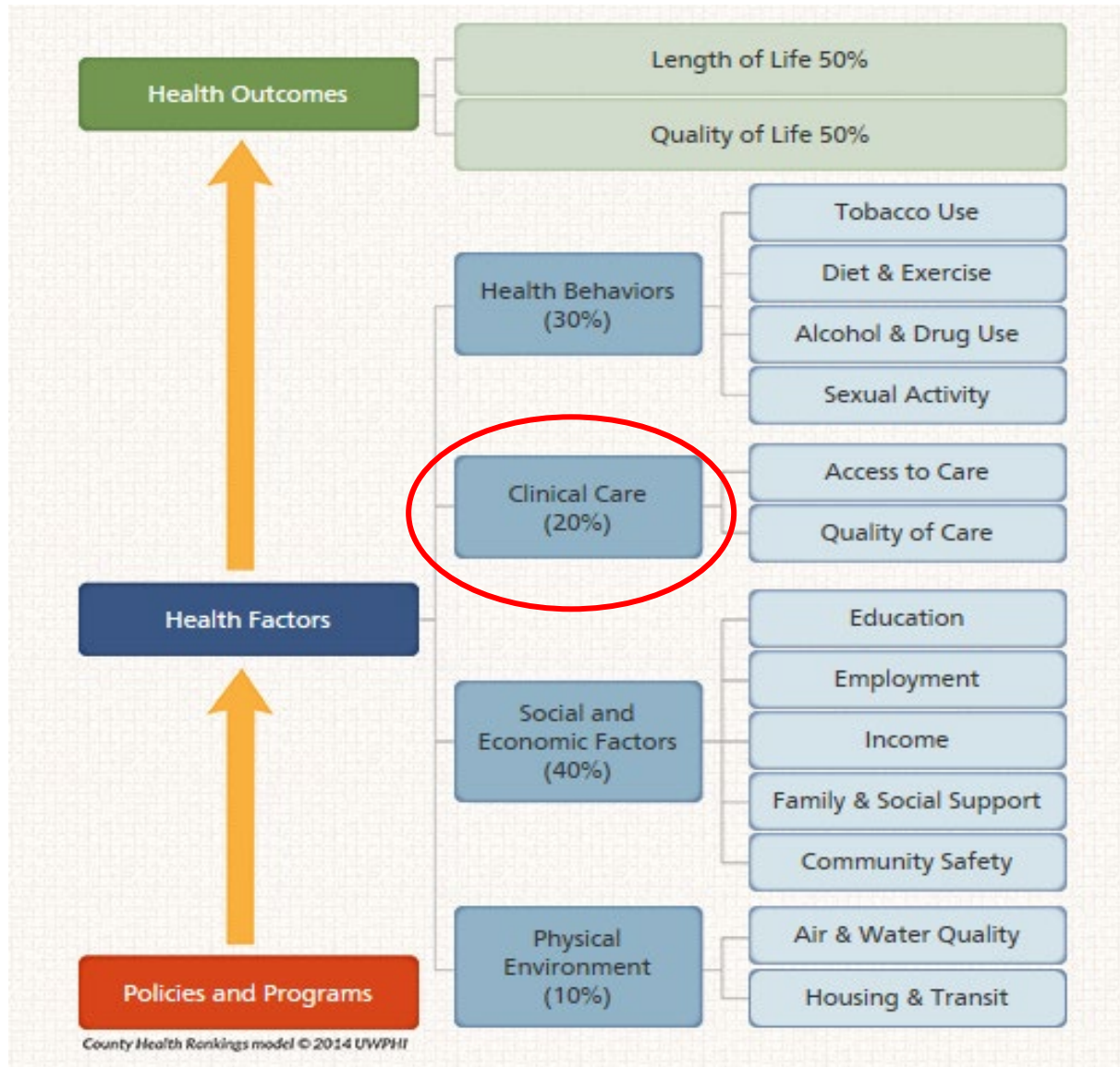
Racial Equity

- Inclusion: Who is at the table? Who feels comfortable?
- Power
- Addressing disparities

Continuity of Care

- Identifying and assisting the needs of the “whole” person over time

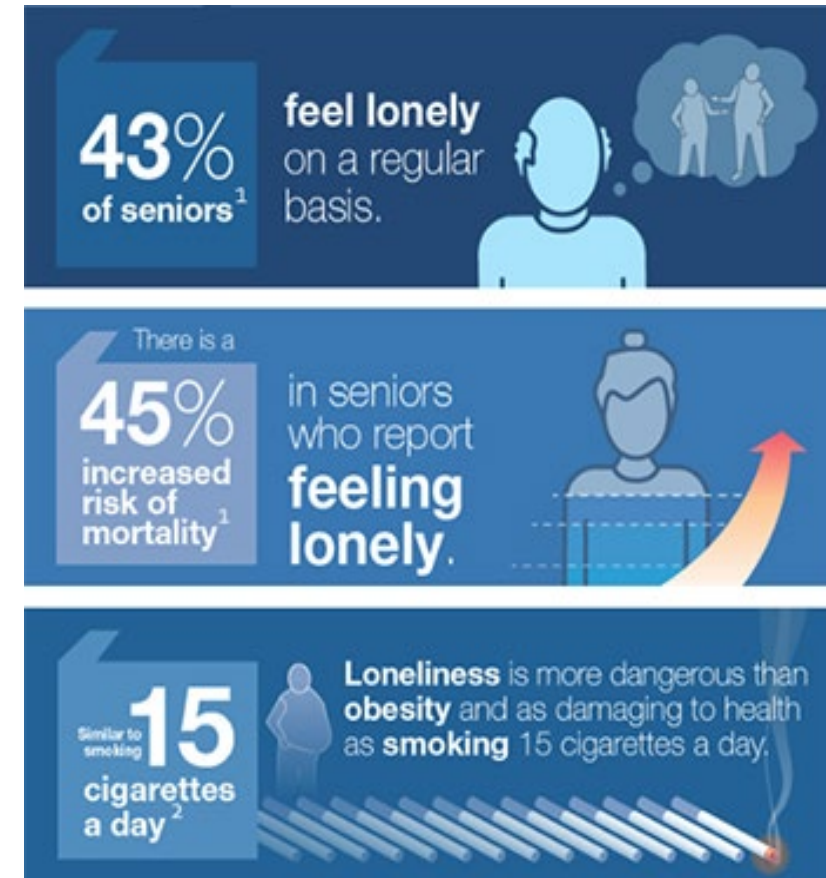
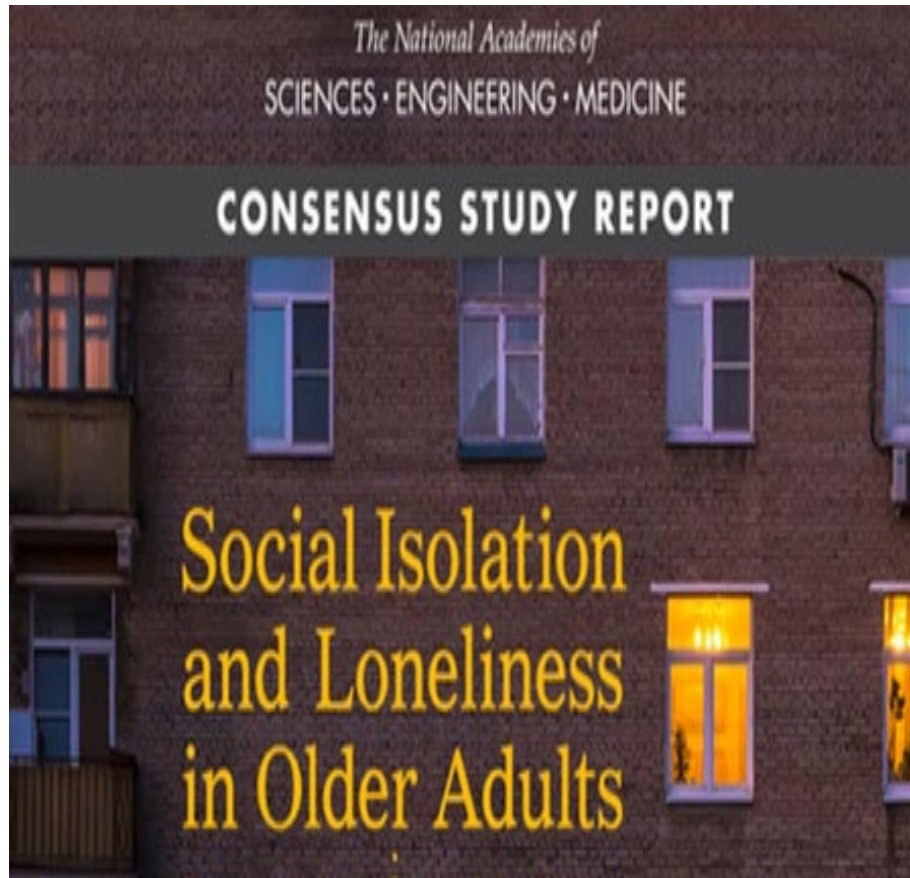
Social Determinants of Health (RWJ County Health Rankings)



Social Determinants of Health

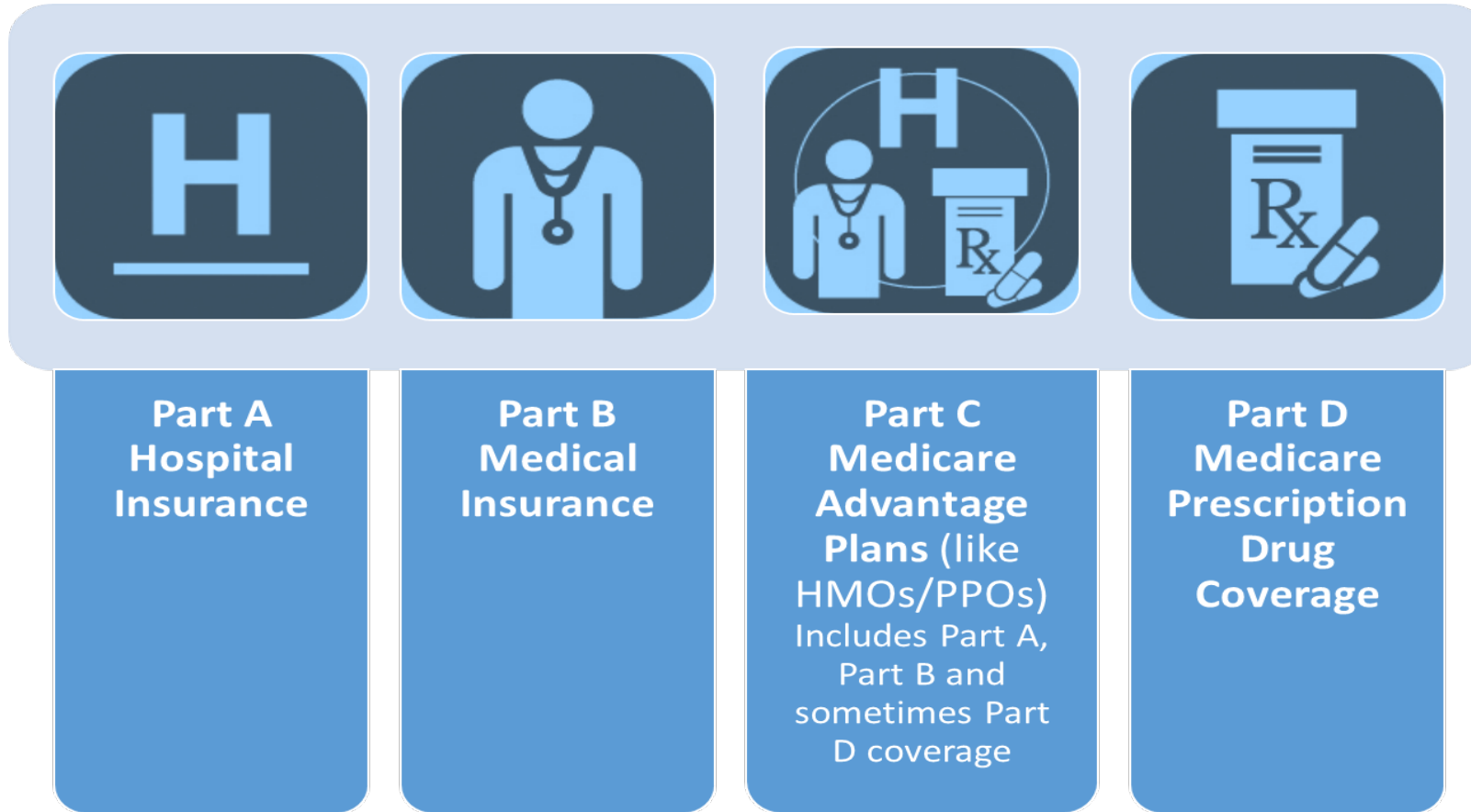
- Conditions in which people are born, grow, live, work and age. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels and are mostly responsible for health inequities.

Epidemic of isolation: Report released a week before stay-at-home order

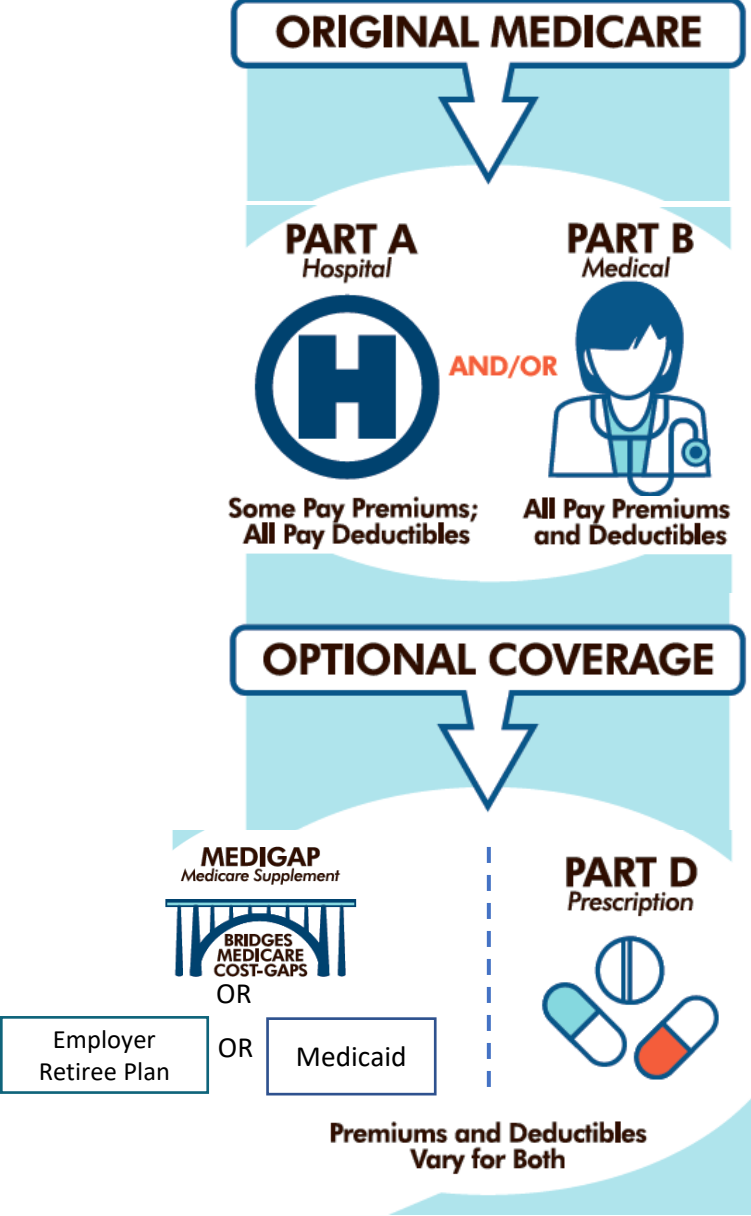


<https://www.nap.edu/read/25663/chapter/1>

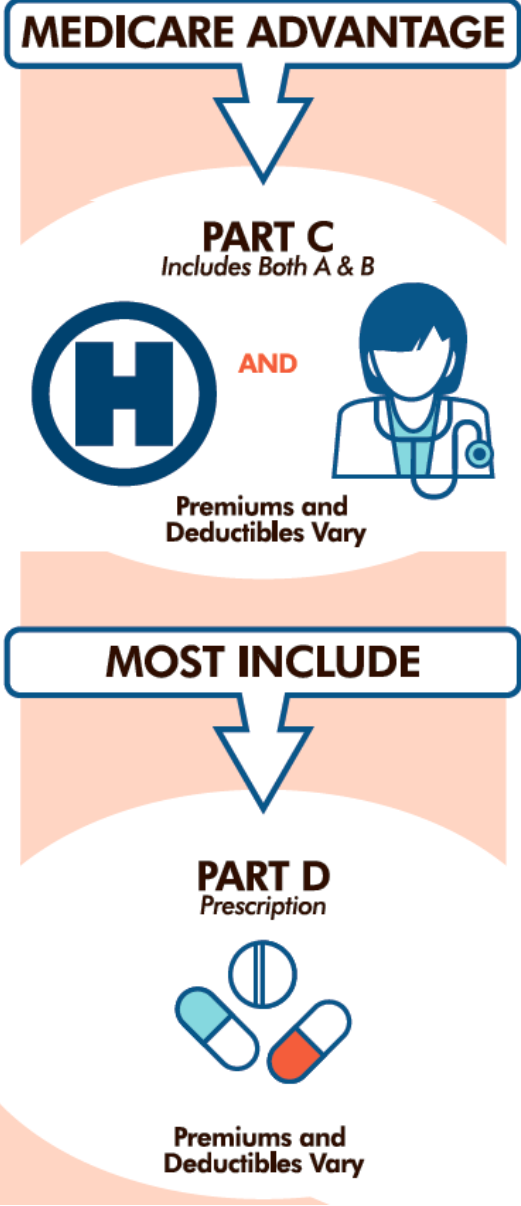
The 4 Parts of Medicare



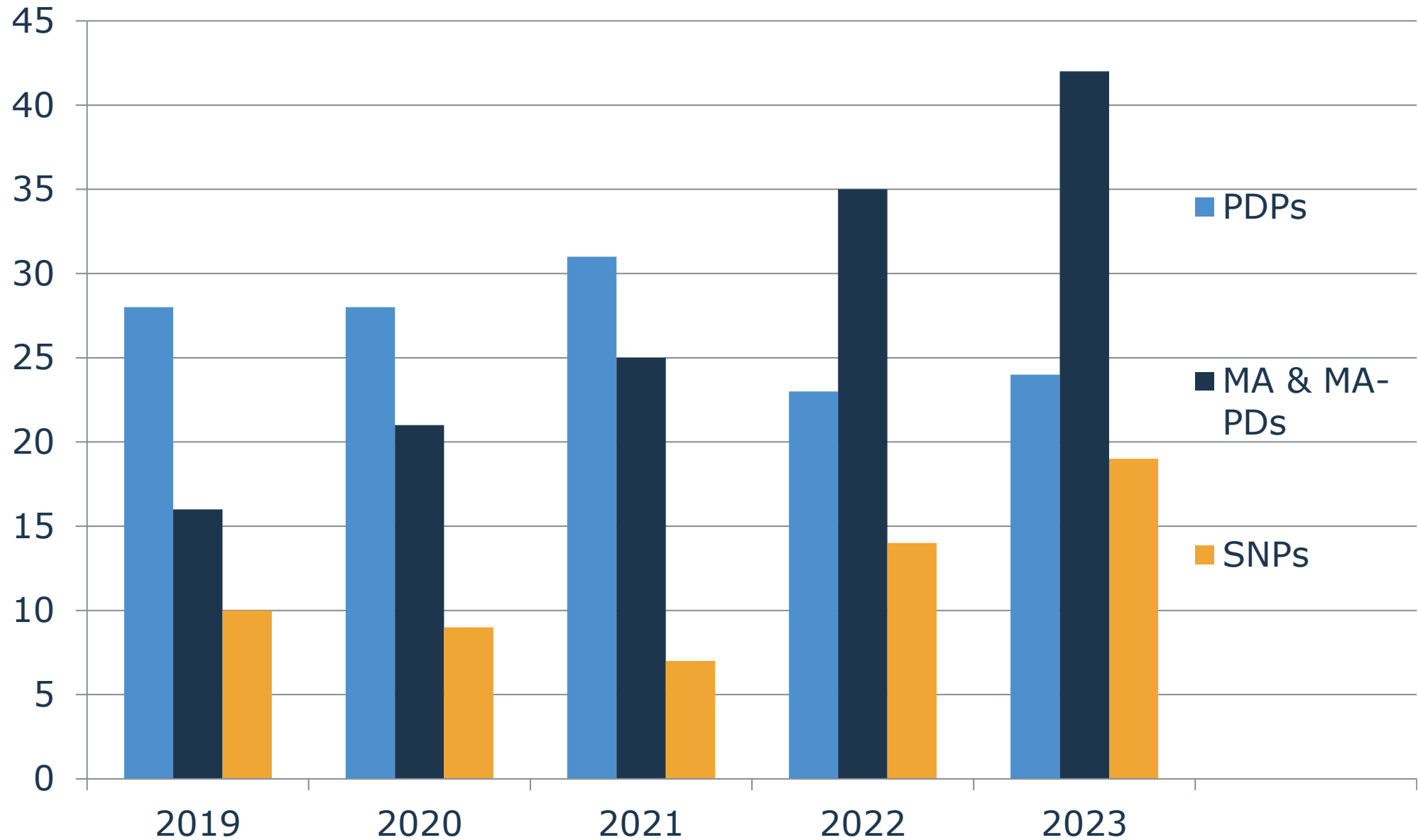
Health Insurance Literacy: Two Paths to Medicare



OR



Decision-making Paralysis in Durham: *Choice Overload*





Projected 2023 Rx Savings at Senior PharmAssist

- Of those in stand-alone Part D plans (573/1,064) helped during the end of 2022, 56% switched plans for a mean annual savings of **\$776** (median = \$441) – *It Pays to Compare*
- Participants - new to us are projected to save even more in 2023 – 67% needed to switch for avg savings of **\$788** (\$675 median).
- One-on-one appointments (SHIP coordinating site) also include:
 - Clinical pharmacists – 235 interventions (clinical and \$)
 - Community Resource Specialists – 95 interventions



Senior PharmAssist began in 1994

A tenant in the County- owned building



25 Years with Senior PharmAssist



- ✓ Anyone can refer
- ✓ We can arrange:
 - Transportation
 - Interpretation/Translation
 - Home visits
 - Telehealth (video or phone)

Outcomes

Journal of the American Geriatrics Society, 66:2394–2400, 2018.

- ✓ After two years in our program:
 - 36% decrease in emergency room visits
 - 29% reduction in hospital stays
 - Increase in medication adherence from 66 to 76% - a means to an end, not the end
 - 12.5% more individuals rate their health Good to Excellent





Communication with Providers

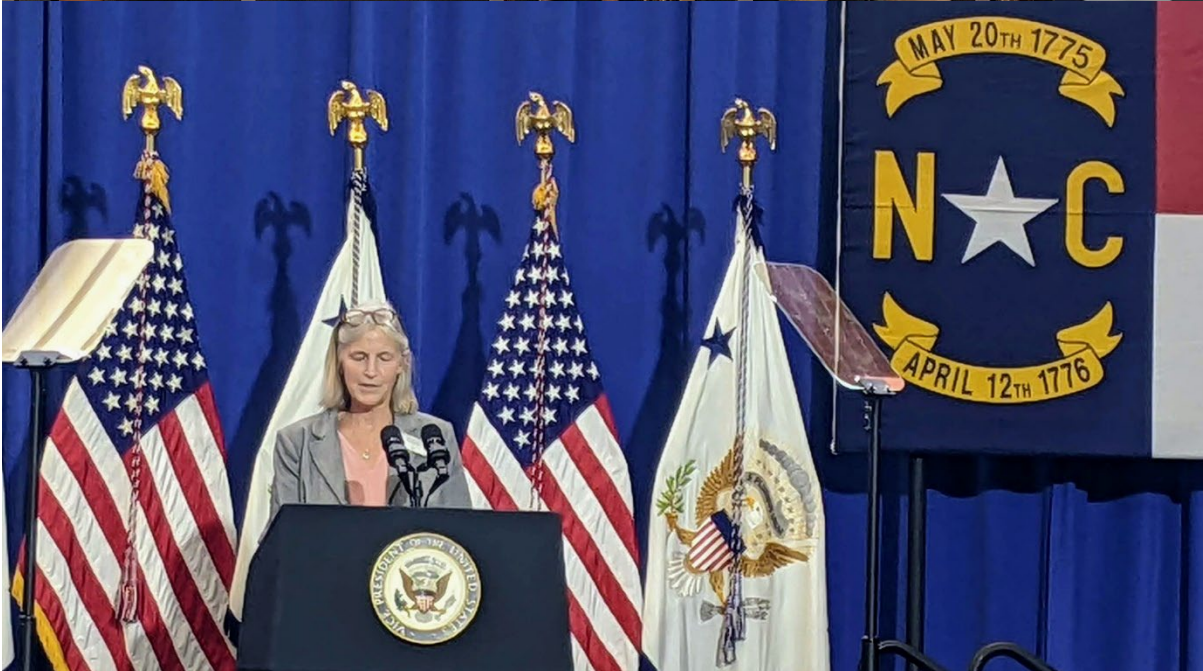
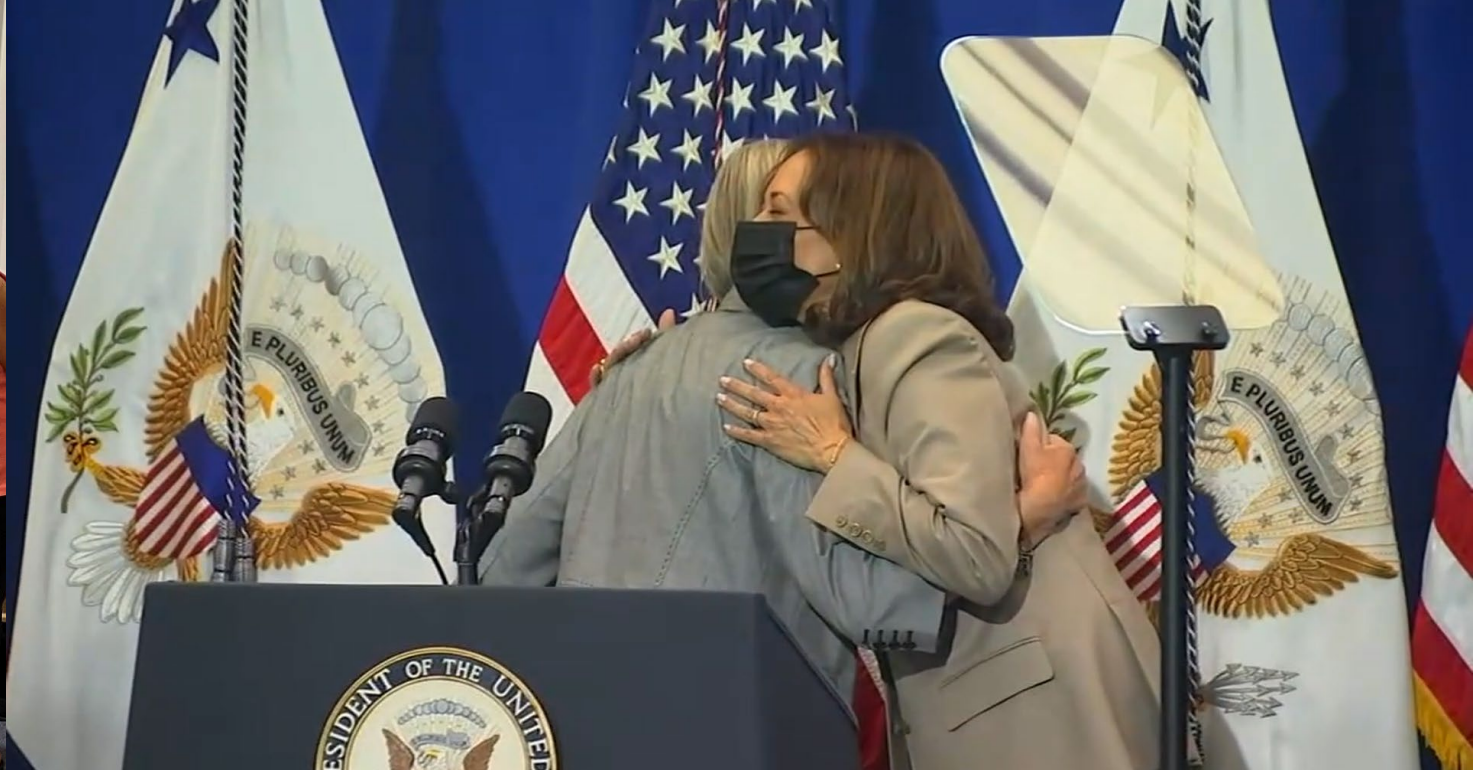
Our pharmacists:

- Jessica Visco, PharmD, BCGP
- Marilyn Disco, PharmD, BCGP – Clinical Services Director
- Sheri Omozokpea, PharmD, BCGP
- Not pictured: Gina Upchurch, RPh, MPH – Executive Director



SPA pharmacists have MedLink access & Smart Phrases in DUHS system

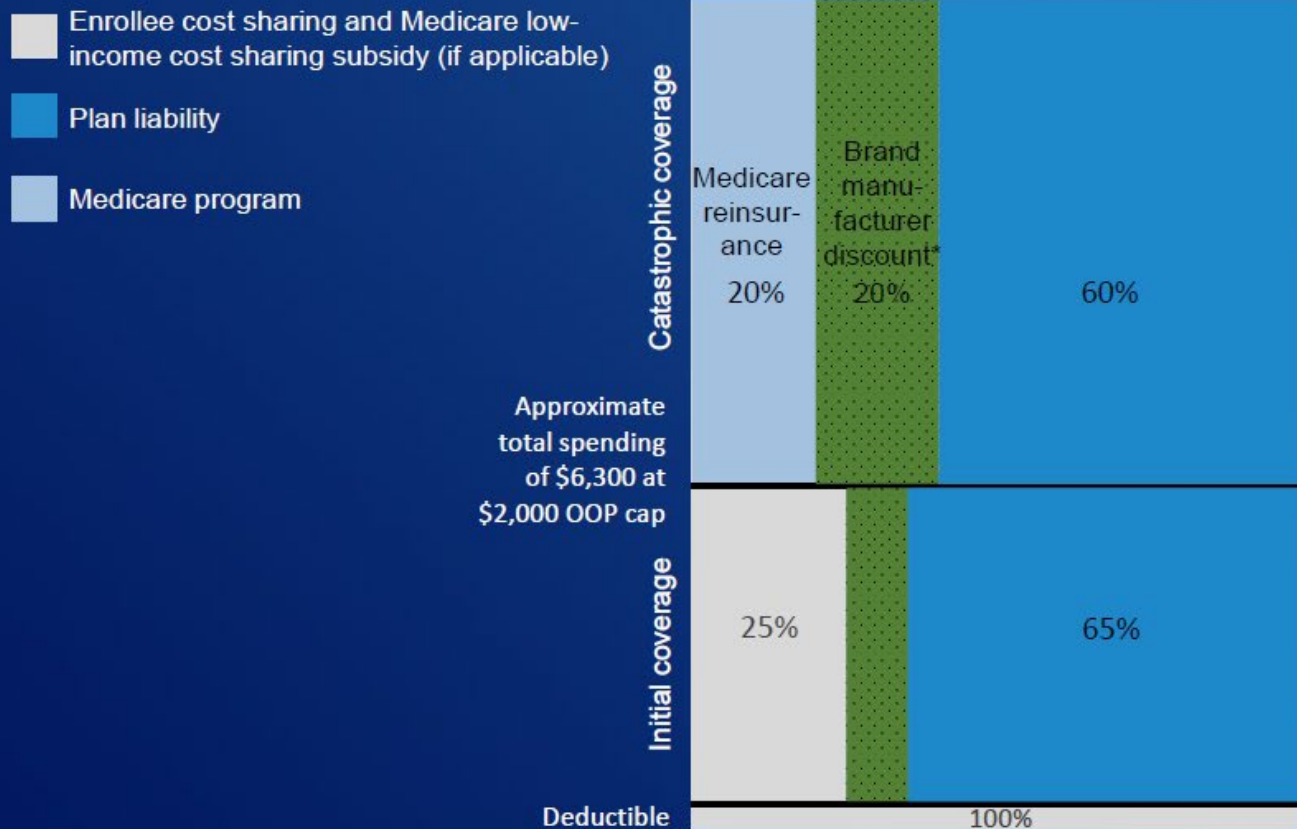




Implementation timeline of Part D-related provisions in the Inflation Reduction Act of 2022



Redesigned Part D benefit structure for all enrollees, effective in 2025



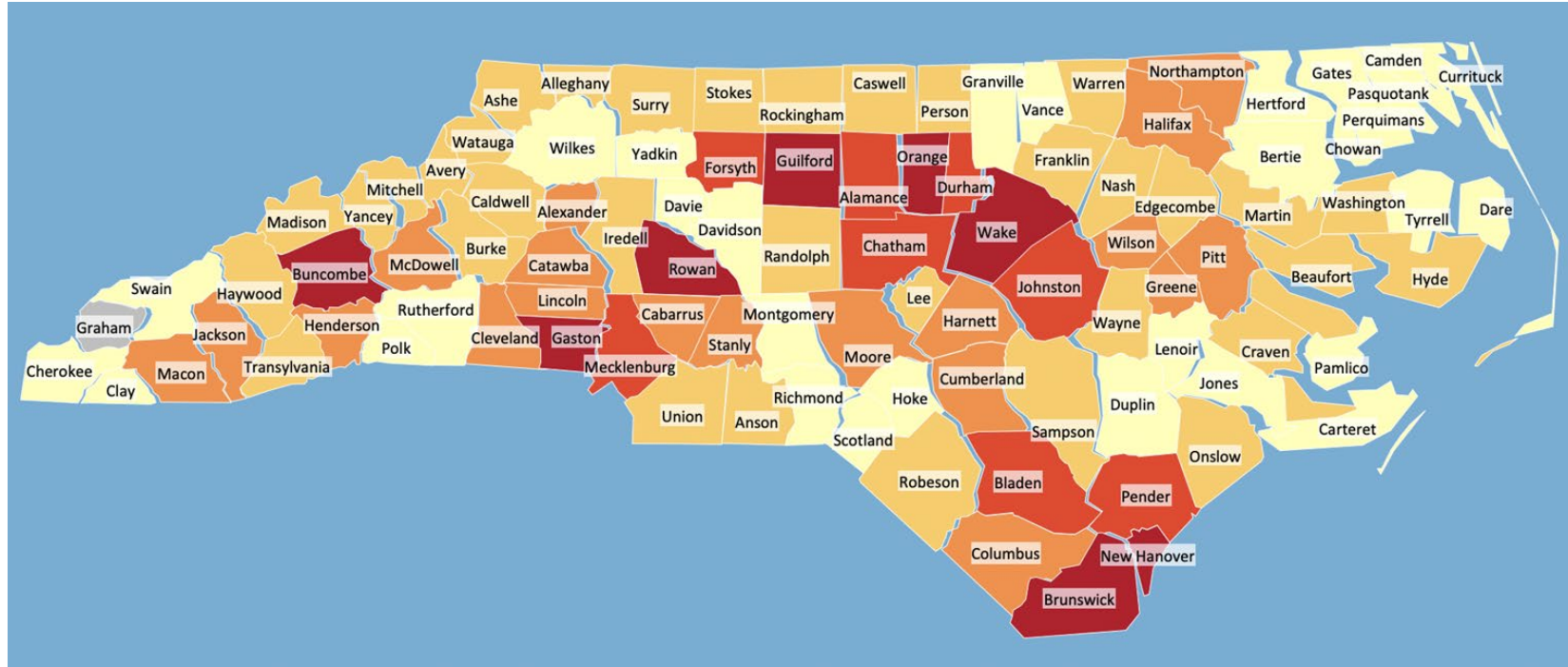
- Hard OOP cap
- No coverage gap
- Lower Medicare reinsurance
- Higher plan liability
- New manufacturer discount



Note: OOP (out-of-pocket), LIS (low-income subsidy). The standard benefit is depicted as it would apply to brand-name drugs and biologics. For generics, plan sponsors must pay 75% of covered benefits between the deductible and OOP cap. Medicare will pay 40 percent reinsurance above the OOP cap. *For LIS beneficiaries and for certain small manufacturers, the new manufacturer discount program will be phased in over time, reaching final levels by 2031.

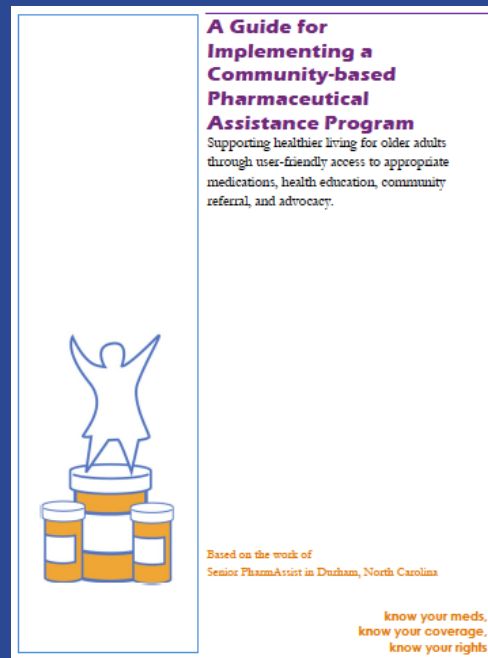


Heat map: “What county(ies) does your organization serve?”



	Number of Responses
	No data
	1 - 4
	4 - 7
	7 - 10
	10 - 13
	13 - 17

Why consider consulting / expansion efforts?



Senior PharmAssist has helped my mother maintain her health, her attitude and her daily activities...I will go so far as to say it has kept my mother alive.”

How likely is it that you would recommend Senior PharmAssist to a friend or colleague?



1) PEOPLE ARE ASKING FOR IT

- 600+ copies of the replication guide distributed
- Regularly asked why the services are not in other communities
- Since survey - several groups have reached out to see what might be next

2) IT REALLY MAKES A DIFFERENCE

- Testimonials (e.g., quote in center of slide)
- Participation satisfaction rates (source: 2019 survey)
- Financial impact (e.g., savings by participants)
- Quality of life impact (e.g., functional assessment)
- Improved health outcomes

3) OBLIGATION

“When you develop best practices, you have an obligation so share with others”

-Vicky Orto



Questions?

Med rec article (same med page):

<https://agsjournals.onlinelibrary.wiley.com/doi/10.1111/jgs.18132>

