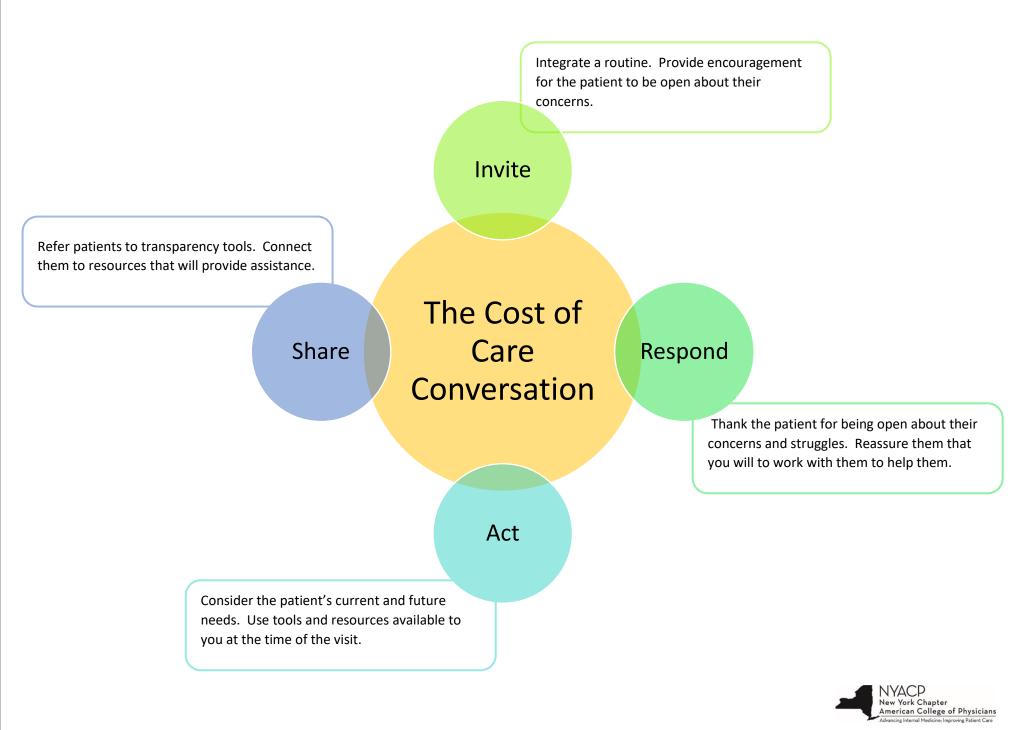


Support for this work was provided by the New York State Health Foundation (NYSHealth). The mission of NYSHealth is to expand health insurance coverage, increase access to high-quality health care services, and improve public and community health. The views presented here are those of the authors and not necessarily those of the New York State Health Foundation or its directors, officers, and staff.



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Cost Conversations - Medications

	INVITE	RESPOND	АСТ	SHARE
Do	 Integrate a routine: Give medication list at check-in for patient to update.¹ Give a pre-visit medication use questionnaire at check-in. Address during the visit.¹ Ask more than if they are taking their medications 	 Review the pre-visit questionnaire. Review the patient's changes to their medication list. Communicate concerns between the MA/Nurse and the Physician. 	 Refer patients to tools when they: know they won't reach their deductible don't have insurance are in the donut hole and don't expect to reach catastrophic coverage have changes to drug coverage Refer to a formulary when prescribing a new medication. In dire situations, prioritize medications. Perform a Drug Utilization Review 	 Determine a person that can provide further information and assistance for the patient. Compile a list of resources related to Prescription Assistance.
Say	 "Many people have trouble [filling or] taking their medications on a regular basis. Do you find this is the case for any of your medications?"¹ When was the last time you took "x"? (x = each medication) I know it can be difficult to take all of these medications regularly. What gets in the way of taking your medications? 	"Thank you for telling my staff that you are not taking the medicines I prescribed last time. Let's talk about why that is." ¹ "Testing is expensive, Are you testing less often to try and conserve supplies?"	"Let's discuss some different options and the pros and cons of each" ² "We talked about a lot today! Here is information about (quick summary) for you to have at home." "Sometimes we can cut pills in half to help with cost or keep it as a single, whole pill to make it easier. How would you prefer to take your medications?"	"It's important to me that we address these concerns. I would like to connect you with the best person to assist you. Would that be ok?"
Use	<u>AMA Steps Forward Medication</u> <u>Adherence Module</u> for staff training	Costs of Care Value Conversations Models for staff training	Look up coverage for current or new medications: • EHR formulary • App: Formularylookup.com	 State Health Insurance Program Assistance (Medicare) \$4 Generic List Price Comparison Tools: Commercial Insurances GoodRx NeedyMeds.org EasyDrugCard.com
Give	A list of medications and/or a pre-visit questionnaire to the patient.	Reassurance that you will address this concern together.	 Medicare Coverage Gap Handout Money Saving Tips Handout A plan of action if the prescription is too expensive (<i>i.e. an OTC substitute</i> or backup prescription) 	 A name and contact for assistance. A handout explaining resources.

1. AMA Recommendation 2. ACP Recommendation