Summary

This manual provides pharmacists with the tools necessary to implement a coordinated refill program in their pharmacy. This proactive approach to managing patient medications changes the way pharmacists operate their practice. The system provides a new business model designed to build efficiencies in the pharmacy, create stronger revenue streams, and potentially improve the well-being and health outcomes of patients.

At the heart of the model is refill synchronization, a concept in which all of a patient’s prescriptions are coordinated to be refilled on the same day of the month. By synchronizing patients’ refills, pharmacy efficiency is increased, daily workloads can become more predictable, inventory control is improved, and deliveries (if offered) can be decreased. These all combine to have a significant positive impact on the pharmacy’s bottom line.

Synchronization also helps patients become more adherent to their medications by reducing the potential for gaps between refills. It also comes with the added convenience of a single trip to the pharmacy each month. Patients are assigned a day of the month to pick up all of their prescriptions or have them delivered. Prior to this day, the patient is contacted with a single call from the pharmacy to determine any changes in therapy and confirm the refill order and pick-up date.

Developed by a community pharmacist for community pharmacists
The concept of refill synchronization is not new; it was successfully developed in 1996 by a pharmacist-owner in Long Beach, California. John Sykora, a veteran owner at the time, had purchased Abrams & Clark Pharmacy 20 years earlier. By 1996, many of his colleagues who owned community pharmacies were selling out, primarily due to economic pressures from chain and mail order pharmacies.

Sykora wasn’t interested in selling, but knew he needed to find a way to compete from both a revenue and expense level. His pharmacy catered primarily to seniors with chronic conditions who were typically on multiple medications. Not surprisingly, patients often struggled to keep their medications organized, pills would become misplaced or lost, adherence suffered, and the patient’s health would become an issue. On the pharmacy side, these problems created an inefficient workflow and enormous workload on staff with endless calls and faxes to physician’s offices for refill requests, waiting for call-backs, reversing claims, and returning medications to stock if a patient didn’t remember to pick up their refills.

Sykora wanted to find a way to avoid such scenarios, and the solution became the pharmacy’s synchronized refill program. Over the years, the streamlined process has paid off, and Sykora says that store hours have been cut by 10 percent, payroll reduced by 50 percent, inventory costs have been reduced through greater control and higher turns (with turnover improvement from 12 to 36 times a year), and his gross margin is about five points above the national average.

Take charge of your business to take care of your patients

All too often, the typical pharmacy operation is reactive—waiting on a patient to bring in a new prescription or calling when (and if) they remember to refill their prescriptions. Pharmacy staff subsequently spend a great deal of time and effort chasing down refill requests from prescribers and filling prescriptions for patients who will likely forget to come in and pick them up. By consciously taking a proactive approach to changing how the pharmacy operates and manages patient refills, the efficiencies created will free up the pharmacist to focus on better patient care and practice pharmacy the way he or she was trained.

The following is a brief description of how the system works:

- The model is based on having all of a patient’s prescriptions come due on the same day of the month (synchronized refills). In order to accomplish this, some prescriptions will have to be short-filled one time only to align with other prescriptions. The chosen date becomes the patient’s pick-up date at the pharmacy and is what drives the system and sets the basis for the activities that will revolve around this date.

- Seven to 10 days prior to a patient’s pick-up date, the Program Manager pulls the
patient’s record and contacts the patient to review his/her medications. This generates the fill orders for that patient. Any new prescriptions, discontinued or changed scripts, and recent hospitalizations are detected at this time. Any prescriptions with zero refills are faxed (one-time procedure for the patient for the entire month) to the doctor, with plenty of time before the patient’s schedule visit (no last-minute calls).

- The day before the patient’s pick-up date, the pharmacist reviews the order, resolves any clinical issues, orders any drugs not in stock, and has the Program Manager or other support personnel call the patient to remind them of their upcoming pick-up date.

**NOTE:** The patient never has to call the pharmacy for these medications, thus improving pharmacy efficiency, patient satisfaction, and adherence rates.

**Benefits of the Model**

1. **Increases workflow efficiency**—significant reduction in both inbound and outbound phone calls and better management of pharmacy workflow to fit store hours of operation.

2. **Eases transition into patient care services** because workflow model frees up pharmacist time to engage in MTM, health screenings, etc.

3. **Increases “first fill” rates** (first time a new prescription is filled at the pharmacy) because new prescriptions will be identified during the pharmacy consultation with the patient. This represents a tremendous patient care opportunity, as well as a business opportunity.

4. **Reduces hospital readmissions due to medication errors**, especially those resulting from duplicative or contraindicative therapies. The monthly “medication reconciliation” provides a mechanism to identify new, changed, or deleted prescription orders that result from a hospital discharge.

5. **Improves patient/pharmacy/prescriber relationships**—better communication within the healthcare team.

6. **Better inventory control**—decreases inventory on the shelves, increases inventory turns.

7. **Decreases staffing and gas expenses (for pharmacies that deliver)** by reducing the number of deliveries each month.

8. **New asset**—patient list can become a book of business.

9. **Reduces stress in the pharmacy**—proactive resolution of issues for everything from refill requests to third-party billing issues such as prior authorizations can be handled ahead of time so the patient can receive their medications on time and does not have to wait.

28% of new prescriptions are never brought to the pharmacy for the first fill, much less subsequent refills?
10. **Healthier, more satisfied patients**—improves patient adherence and safety, increases understanding of their medication therapy, and better health outcomes.

**Tips for Getting Started**

Change is never easy, and the most difficult step in implementing any program is often the first one. By now you’re aware of the benefits a synchronized refill program can have for your patients and your pharmacy. The program can be adapted to any existing pharmacy environment, and below are some general guiding principles and tips for success:

- **Staff:** The Simplify My Meds coordinated refill program needs to be something that is understood and embraced by all members of the pharmacy team. Everyone from the drop-off technician to the clerk at the register has a role to play in making sure the program runs smoothly.

  While all the staff should have awareness of the program, you will need a dedicated staff member to coordinate the program, a **Program Manager**. This individual will be pulling Patient Refill Forms at the appropriate time, calling those patients to discuss their medications for their next appointment, adjusting the medication list, and making any appropriate notes for the pharmacist.

  Organizational skills are important. The tracking, calling, and recording of information for the pharmacist are key to a successful program. While the Program Manager does not have to be a pharmacist or technician, having a basic understanding of medications (e.g. pronunciation of drugs, indication, class) eases the communication with both prescribers and patients.

  Estimate that the Program Manager will only require 1-2 hours of dedicated time to the synchronized refill program in the beginning. As more patients enroll, their time working with the program can be adjusted. With 100 patients enrolled in the program, it breaks down to just 4 or 5 patients a day. The program does not require additional staff for your pharmacy or a full-time, dedicated position.

- **Space:** While not necessary, it’s a good idea to set aside an area for the operation of the program. There is some equipment required, including:
  - Phone
  - Computer with pharmacy’s dispensing software
  - Printer
  - Fax machine
  - Filing system

  Ideally this location should be separate from the dispensing area and away from customers to ensure a quite, private space for the exchange of patient information.
• **Synchronization**: While synchronization of refills is what drives the program, it can also be the most challenging for the pharmacist and the patient. Synchronization is the process where all of the patient’s refills are scheduled to come due on the same day of the month. It is a one-time process, and it is important the patient understands what the pharmacy is doing and why it is necessary. Patient consent to this one-time process is critical if they are to participate in the synchronized refill program. The process to achieve this is called “**short filling**” (i.e. billing for quantity dispensed in order to bring the patient in line with the chosen pick-up date) and will require some pre-planning by the pharmacist and assistance from the Program Manager.

**Synchronization: How It Works**

<table>
<thead>
<tr>
<th>Action</th>
<th>Example</th>
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<tbody>
<tr>
<td>1. Determine and list the chronic, monthly prescriptions the patient will be taking.</td>
<td>Lisinopril 20 mg QD – due 4th&lt;br&gt;Lipitor 40 mg QD – due 16th&lt;br&gt;Metformin 500 mg BID – due 22nd</td>
</tr>
<tr>
<td>2. The medication with the highest co-pay should be the anchor prescription to which all other prescriptions will be synchronized.</td>
<td>Lipitor 40 mg</td>
</tr>
<tr>
<td>3. Determine the quantity needed for the rest of the prescriptions to synchronize them with the anchor prescription.</td>
<td>Lisinopril 20 mg – 12 tablets&lt;br&gt;Metformin 500 mg – 50 tablets</td>
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<tr>
<td>4. Contact the patient’s physician(s), explain the refill model, and request 2 prescriptions for each “synchronized” medication:</td>
<td></td>
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<tr>
<td>• One for quantity required for synchronization;</td>
<td></td>
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<tr>
<td>• A second for the normal monthly quantity. This provides the necessary documentation in the event of a third-party audit.</td>
<td></td>
</tr>
<tr>
<td>5. “Short fill” the appropriate prescription(s) to synchronize with the anchor prescription. Be sure to document on the hard copy prescription that the one-time “short fill” is needed to coordinate with other prescriptions for adherence management at the request of the patient.</td>
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<tr>
<td>6. Repeat this process for the other medications.</td>
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Identifying Patients

Simplify My Meds should be a voluntary program for patients. That doesn’t mean you can’t target your promotion efforts to certain groups of patients who are more likely to benefit from the program.

- To begin, you might start with patients with multiple maintenance prescriptions for chronic disease conditions. Consider the 80/20 rule, and concentrate on the 20% of your patients who take 80% of your time due to numerous phone calls and multiple refills each month. However, keep in mind that this program can be just as effective for that busy, forgetful patient on one medication.

- Identify patients with more complex diseases on multiple medications for which strict adherence is critical (transplant, HIV, etc.).

- Look for new maintenance medication starts. The highest medication drop-off rate occurs within the first three months of chronic drug therapy, so new starts represent a great opportunity to talk to your patients about your pharmacy’s coordinated refill program.

- Every member of your staff should have a working knowledge of the program so they can help identify patients, or let them know about your service, whether it’s at the drop-off window or the pick-up counter.

- Consider adding a pitch piece to your on-hold or after hours messaging to attract both patients and prescribers.

- Patients may ask, “What’s in it for me?” Here are some benefits to the patient (or their caregiver):
  - No need to call for prescription refills. All refill requests for the physician’s office will also be handled by the pharmacy.
  - Fewer trips to the pharmacy provide increased convenience and peace of mind being able to get medicines on time and in one order (and perhaps delivery).
  - The pharmacist is better able to take care of the patient by monitoring their drug therapy as any changes are made and will notify the prescriber.
  - The patient will have increased understanding of their medication therapy and feel better.

- Signing up patients can be easy using the Patient Enrollment Form.

Tip: Be direct. There are some patients who you know will benefit immediately from this program. The next time they’re in, tell them about your new program, and encourage them to sign up today. You can even offer to sit down and go through their medications while they wait. Don’t give them too much time to ponder and lose another month to non-adherence.
Implementing a Coordinated Refill Program

Once you’ve identified your patients, the following are the next steps to get the program underway.

Patients

1. Develop a system for organizing your patients so that each patient has a unique identifier. An organized system will make it easier to find patient information as your program grows.

   **Important Note:** Be sure to note this unique identifier in the patient profile in the dispensing system so that it can be cross-referenced for audit purposes.

   **Tip:** If you use the Sample Patient Refill Form in Excel, save each patient’s Excel file by last name, first name for ease of locating it quickly.

   **Tip:** Consider assigning each patient an identification number which tracks the number of patients enrolled and ensures not too many patients end up on one day.

   **Example:** 012503
   - 01 = Store ID (if more than one store)
   - 25 = Day of the month
   - 03 = Third patient assigned to that day

2. Determine the day of the month to assign the patient. As mentioned earlier in this document, the preferred method is to review the list of medicines and look for the prescription with the highest dollar co-pay. Use the date this prescription comes due as the anchor date to which all other drugs will be synchronized.

3. Perform a medication reconciliation to fill out the initial Patient Refill Form. The form should indicate a list of the medications (name, strength) the patient takes on a monthly basis (both prescription and OTC).

4. Keep a master list of program patients near the computer so that when a new prescription is received for one of these patients, the prescription can be directed to the Program Manager so it can be coordinated with the patient’s other medications.
Prescribers

1. Introduce the synchronized refill program using the sample letter and fax form and explain the benefits:
   - Fewer calls to the physician by the pharmacy and/or patient.
   - Pharmacy will review entire patient profile and list of medications each month.
   - Pharmacist will identify adherence-related medication issues and provide proper referrals.

Tip: Offer to send a program brochures to the office to inform other patients about this service at your pharmacy. You can also order physician outreach brochures from the online Marketing Fulfillment Center to help you promote this service to local prescribers.

Pharmacy Operations

Activities of the pharmacy are centered around the patient’s pick-up date.

7 Days Prior

1. Pull all of the Patient Refill Forms from a master patient file seven days ahead of the refill due date. For example, if today is the 10th of the month, pull all patient files from the master list whose pick-up date is the 17th. If the pharmacy is closed on that day, the prescriptions will actually be filled on the day before the pick-up date.

2. Use the Patient Contact Form to call the patient and discuss each prescription on the list, and verify that the patient will need that prescription filled. It is critical that additional follow-up questions be asked during the patient call (these situations often result in new prescriptions, and these questions will enable you to determine if additional follow-up is required; see sample Patient Contact Form):
   - Have you been to the doctor in the last month?
   - Have you been in the hospital in the last month?
   - Are you taking any new prescription or over-the-counter medications?
   - Are there any other changes we need to be aware of at this time?
3. Use this call to identify potential adherence issues (unused medications). Make a note of these issues and check the box for “Possible adherence issue identified. Pharmacist follow-up required.”

4. Highlight each prescription to be filled on the Patient Refill Form.

5. If the patient does NOT need one of the prescriptions filled, determine if the order has been discontinued, changed or if a new prescription has been issued, and document this on the Patient Refill Form.

6. Remind the patient of his/her pick-up or delivery date before hanging up. Any patients not reached on the first call need to be called back.

7. Any prescriptions with zero refills should be faxed to the physician for approval. Make a note on the Patient Refill Form that approval is pending. If the physician denies the refill, make a note on the Patient Refill Form and contact the patient.

8. Update the patient profile in the dispensing system to reflect any additions, deletions, or changes to the list of prescriptions. Any notes (such as the prescription was not filled because...) should be added to the Patient Refill Form.
9. The Patient Refill Form and Patient Contact Form go back into the file for that patient, and both forms are given to the pharmacist to review.

10. If the patient’s appointment date occurs on a day that the pharmacy is closed, the Program Manager should instead place the Patient Refill Form into the next earlier slot when the pharmacy is open. For instance, if the pick-up date is the 17th and that is a Sunday, the pharmacist should place the form into the Friday slot, and the patient notified of an earlier pick-up or delivery.

**1 Day Prior**

1. The pharmacist pulls the Patient Contact Forms and Patient Refill Forms for the following day and:
   - Reviews the order
   - Resolves all clinical issues noted on the Patient Contact Form and Patient Refill Form.
   - Ensures the pharmacy has adequate inventory on hand and, if not, orders appropriately

2. The Program Manager or other support personnel calls the patient to remind him/her about tomorrow’s pick-up date.

**Pick-up Date**

1. During a designated time for filling, the technicians and pharmacist prepare and verify the coordinated refills scheduled for that day.

2. Once the prescriptions are picked up, the Patient Contact Form and Patient Refill Form are returned to the Program Manager and placed back into the master file.

**Tip:** Have a call-back file or basket available to keep track of any refills that are not picked up on their assigned refill date. These patients will need to be called and reminded to pick up their prescriptions.
Additional Marketing Opportunities

Once you have the hang of enrolling existing patients and feel comfortable with the program, expand your reach and consider new patient populations or local groups for your marketing activities. Just as you would with any other niche service, survey your community and see what their needs are. The possibilities are endless once you get the program going.

- Are you located near a nursing home or assisted living facility? They may be interested in the services you provide.
- Would a local employer be interested in keeping their overall healthcare expenditures down if they knew the benefits of synchronized refills for their employees?
- Do you often encounter the frazzled son or daughter coming in at the last minute to pick up yet another one of dad’s medication refills he forgot to tell them about? Target the “sandwich” generation, the busy professional who is juggling work, the kids, and their elderly parent. Wouldn’t it give them peace of mind to know that the local pharmacy was taking care of mom and dad’s medication and even delivering?
- Caregivers, whether they are a spouse, relative or family friend, may appreciate the convenience that this program offers.
Frequently Asked Questions

Q: How do packaged medications and PRN medications work within the synchronized refill program? Can these medications be synchronized or should they be on an exclusion list?
A: Eye drops, insulin, glucose strips, and inhalers are common audit targets and pose challenges due to their packaging and variable quantities. For this reason, it is not advisable to include them in your coordinated refill program. Antibiotics also do not work well for synchronization.

Q: When a pharmacy “short fills” a prescription, what documentation is required?
A: In order to “short fill” a prescription, you will need to request two prescriptions for each “synchronized” medication—one for quantity required for synchronization and a second for the normal monthly quantity. This provides the necessary documentation in the event of a third-party audit. Be sure to note on the file copy that the one-time short fill is needed to coordinate with other prescriptions for adherence management at the request of the patient. As a reminder, be sure to retain all prescription records, including those associated with your coordinated refill program, for the length of time required by state or federal law. For Medicare Part D, the record retention period is 10 years.

Q: What do I do if a new medication is added to a patient’s profile or a dosage/strength is changed?
A: If a patient is prescribed a new medication or a dosage/strength of an existing medication is changed between refill dates, the pharmacy should contact the prescriber to request an additional prescription for the amount needed to get the patient to his/her next coordinated refill date. It helps to keep a master list of program patients near the computer so that when a new prescription is received (electronically, via fax, or in person), it can be directed to the Program Manager so he/she can coordinate it with the patient’s other medications.

Q: Are there any ways to synchronize a patient’s refills that do not require “short fills?”
A: As an alternative to a “short fill,” a pharmacy may also choose to synchronize a patient’s refills over several months, gradually bringing the refill dates together to align on a single date. Some pharmacy management systems make this process easy using the “autofill” feature, which makes it easy to calculate the days until the patient’s next eligible refill. Pharmacies should take caution using this method as some plans have a “look-back” period to identify repeated early refills. If done repeatedly, this method may trigger a “refill too soon” rejection.

Q: How do I handle 90-day supplies?
A: Increasingly, 90-day supplies are being mandated by payers for many maintenance medications. These extended supplies can be synchronized, but instead of being refilled each month on the patient’s assigned refill date, these medications are only filled every three months on the patient’s assigned refill date. Brand-name medications that are only available in 90-day supplies often will become the “anchor” medication to which all remaining medications are synchronized.
Q: What types of tools and technology can be used to help a pharmacy implement this program?

A: There are several tools available to help you implement this program, ranging from low- to high-tech solutions. The program forms provided at the end of this manual can be photocopied and are also available as Word and Excel documents, which can be downloaded from the NCPA Web site, www.ncpanet.org/adherence (NCPA login required). Completed forms can be printed and organized using an expandable “accordion-style” folder with one tab for each day of the month (to correspond with patients’ assigned pick-up date). Forms may also be saved electronically as separate files (by patient’s last name) or as one file with one tab for each enrolled patient.

Important Note: The forms you use to administer your coordinated refill program become part of your pharmacy’s prescription records. As a result, they should be retained for the length of time required by state or federal law. For Medicare Part D, the record retention period is 10 years.

Some pharmacies have chosen to go mobile and paperless and use a tablet computer (such as the Apple iPad®) to administer the program. Appigo’s Todo® Task Manager (approx. $4.99) is a simple task management “app” that can be used to set up reminders for every patient. The pharmacy can set it so that the pharmacy receives a "review call" reminder one week before the patient’s refill date that prompts the staff to pull the patient’s electronic chart and call the patient to review/update the medication list. In addition, if any adherence or medication issues arise, the technician can forward the issue to a pharmacist for review/resolution. Another reminder can be set for the day before each patient’s refill date to remind the pharmacy to fill the prescription. Patient charts can be created in a simple app called Numbers by Apple® (approx. $9.99). A sample patient chart is available for download on the NCPA Web site, www.ncpanet.org/adherence.

Important Note: All electronic files used in the administration of a coordinated refill program should be encrypted to comply with federal HIPAA standards.

Q: What marketing tools are available to help me communicate the valuable benefits of this program to my patients?

A: Participating pharmacies will receive a FREE starter kit that includes a counter card with brochure holder, 25 brochures, 50 bag stuffers, 1 window cling, and 1 poster to display in your pharmacy. Pharmacies also may choose to order additional products, including postcards, physician brochures, door hangers, and newspaper ads. Items can even be customized with your pharmacy’s logo, hours, address, and photos of your pharmacy and staff. Visit www.ncpanet.org/adherence and click on “Simplify My Meds Marketing Fulfillment Center” to order additional materials.

Q: Who can I call if I have questions about the Simplify My Meds program?

A: NCPA staff members are available to assist you by calling 1-800-544-7447 or sending an e-mail to adherence@ncpanet.org.
Program Forms

All program forms are also available for download at www.ncpanet.org/adherence.
Patient Agreement

We are pleased to welcome you to Simplify My Meds™, our coordinated refill program.

Advantages of participating in the program include:
- Increased convenience—a single monthly trip to the pharmacy.
- Peace of mind from being able to get medications on time and in one order.
- More personal contact with the pharmacist to ask questions and discuss medications.
- Increased understanding of your medication, its purpose, potential side effects and costs.
- Your prescription records will be easily updated to reflect changes to therapy made by doctors or upon hospital discharge.

I understand the program advantages and the following conditions of participation to achieve the maximum benefits from the Simplify My Meds program.

I hereby agree:
To accept a phone call each month from the pharmacy to discuss my prescription refills.
To pick up medications on my assigned refill date (or be available for delivery, if applicable).
If necessary, to pay an extra co-pay one time for each medication in order to make all refills due on the same day.
To keep an open dialogue with my pharmacist regarding doctor appointments, hospital/urgent care visits, and changes in my health status.

I have read this document, understand it, and have had all questions answered.

____________________________________________   _______________________
Patient Name (please print)

____________________________________________   _______________________
Patient Signature       Date

____________________________________________   _______________________
Pharmacist Signature        Date
Patient Enrollment Form

<table>
<thead>
<tr>
<th>Name</th>
<th>Patient ID</th>
<th>Assigned by Pharmacy</th>
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<tbody>
<tr>
<td>Address</td>
<td>DOB</td>
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<tr>
<td>City, State, ZIP</td>
<td>Emergency Contact (Name/Phone)</td>
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<td>Home Phone</td>
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<td>Cell Phone</td>
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<td>Delivery Address</td>
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**INSURANCE**

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<th>Insurance</th>
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<td>Insurance ID</td>
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<td>Insurance Phone</td>
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**MEDICATION LIST (Rx and OTC)**

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Medication Name</th>
<th>Dosage</th>
<th>Directions for Use</th>
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Please take a moment to answer 5 short questions about your medication(s).
Medication Questions

Thank you for participating in the Simplify My Meds™ program. In order for us to make sure this program provides the maximum benefit to you, please take a moment to respond to the statements below.

I believe it is important to take my prescription medications as directed.
☐ Strongly agree    ☐ Somewhat agree    ☐ Somewhat disagree    ☐ Strongly disagree

I understand the medications I take, what they do, and how I am supposed to take them.
☐ Strongly agree    ☐ Somewhat agree    ☐ Somewhat disagree    ☐ Strongly disagree

I am committed to taking my prescription medications as directed.
☐ Strongly agree    ☐ Somewhat agree    ☐ Somewhat disagree    ☐ Strongly disagree

The last time I skipped or missed a dose of my medication was:
☐ Within the past week    ☐ Within the past month    ☐ More than a month ago

The main reason why I skip or miss a dose of my medication is because:
☐ I needed/wanted to save money    ☐ I was confused about how/when to take my medication
☐ I forgot or was too busy    ☐ I wanted to avoid the side effects
☐ The medication was not working    ☐ I felt better
☐ Other (Please explain: ____________________________________________________________________________)

Thank you for taking the time to answer these questions.
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<td>N/O</td>
<td>W/X/Y/Z</td>
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Keep this list near the computer.
If a prescription is received for one of the individuals above, please give the prescription to the Program Manager so he/she can “synchronize” it with the patient’s other medications.
Sample Script:

Hi, this is Jane from Any Town Pharmacy, and I would like to review your prescriptions for your next pick-up date. Is this a good time? First, have you been to the doctor in the last month? Have you been in the hospital in the last month? What new prescriptions or medication changes have you had in the last month? (make notes if appropriate) I see that you are due for the following refills (go over each one).

Patient Questions

Have you been to the doctor in the last month?

Have you been in the hospital in the last month?

Are you taking any new prescription or over-the-counter medications?

Are there any other changes we need to be aware of at this time?

Notes:

☐ Possible adherence issue identified. Follow-up by pharmacist required (check if “yes”)
### Patient Refill Form

**Pharmacy Name**

**Street Address**

**City, State ZIP**

**Phone**

**Fax**

**Web address**

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<tr>
<th><strong>Pick-up Date:</strong></th>
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<tr>
<th><strong>Patient Information</strong></th>
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<tbody>
<tr>
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Sample Physician Outreach Letter
(Use Pharmacy Letterhead)

July 15, 2011

Recipient Name
Name of Practice
Street Address
City, State, ZIP

RE: Sally Sue Smith (patient)  DOB: 1/23/45

Dear Prescriber:

Our pharmacy is dedicated to improving the lives of our patients. One way we do this is by offering a coordinated refill program to patients called Simplify My Meds™.

The program is designed to refill all of the patient’s medications on the same day each month and make that date the patient’s appointment at the pharmacy. Approximately one week before the refill date, one of our pharmacists will contact the patient and conduct a medication review prior to dispensing the refills. The program helps patients be more adherent to their medications by ensuring they refill their prescriptions on time and it makes it easy for them to have one telephone call for refills and make one trip to the pharmacy each month instead of several.

Simplify My Meds is a personalized service. Patients receive one call or have one pharmacy visit to review their medications, discuss physician visits or recent hospitalizations, and answer any questions they may have about their therapy. It is our goal to help patients take the proper medications, as directed, and understand the goals and outcomes of their prescription regimen. Please contact me if you would like program brochures for your office to share with other patients.

To start this patient on the program, a short-fill prescription may be necessary to coordinate the patient’s medications to a single refill day. If so, we will fax a request to your office.

We are pleased to partner with you in the care of our patient. If you have any questions or would like to discuss this patient’s medication therapy, please contact me at your convenience.

Sincerely,

Name
Title
Our mutual patient, __________________________, DOB: __________ has enrolled in our pharmacy’s Simplify My Meds™ program, a coordinated refill service that synchronizes all of the patient’s prescriptions to be refilled on the same day each month.

The program helps patients be more adherent to their medications by ensuring they refill their prescriptions on time during a single trip to the pharmacy. It also eliminates last-minute phone calls to your office for refills or prior authorizations.

To start this patient on the program, a short-fill prescription is necessary for the medications listed below. **Please provide us with a new prescription for the quantity outlined below.**

If you have any questions, please contact me at the pharmacy. Thank you.

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<th>Directions for Use</th>
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Pharmacy Participation Agreement

Purpose of the Participation Agreement
Thank you for your interest in NCPA’s Simplify My Meds™ coordinated refill program. This agreement serves as a non-binding document that provides a general description of services you can expect as a participating pharmacy.

Program Benefits
- Webinars and other training vehicles to help you initiate a coordinated refill program
- A comprehensive operations manual and other adherence reference materials
- A program marketing starter kit to help you promote the coordinated refill program to your patients
- Access to the program’s Marketing Fulfillment Center to order additional and customizable marketing materials
- Downloadable program form templates, including the Patient Enrollment Form, physician outreach letter and fax, Patient Refill Form, and Patient Contact Form that can be modified to fit your pharmacy’s needs
- NCPA staff support

I understand the advantages and benefits of the Simplify My Meds coordinated refill program and agree to be contacted by NCPA staff to provide general updates about my pharmacy’s experience with the program. Information may include the total number of patients enrolled and other feedback that helps show this program’s positive impact on medication adherence.

____________________________________________________________________________
Pharmacy Name      NCPDP #
____________________________________________________________________________
Pharmacy Owner/Manager      NCPA Member ID
____________________________________________________________________________
Program Manager      E-mail Address (REQUIRED)
____________________________________________________________________________
Pharmacy Address      City/State/ZIP
____________________________________________________________________________
Pharmacy Phone      Pharmacy Fax

Please sign and fax this page to NCPA at 1-703-683-3619. Within 5 business days, you will receive an e-mail with additional information, including your username and password for the program’s Marketing Fulfillment Center so you can request your FREE starter kit.