

Use Case Title: Supporting Patient Affordability and Convenience

Short Description: Patients like Maeve are facing a healthcare affordability crisis. Maeve is a 38-year-old mother, works a full-time job, and helps care for her elderly parents. Like millions of other Americans, she's struggling with increased levels of stress and anxiety. She needs help but has hesitated to ask for it because she isn't sure she can afford medication. Unfortunately, it's reached a breaking point and she's booked an urgent appointment with her primary care provider to get help.

It's well documented that healthcare costs impact adherence. To create better patient experiences and outcomes, providers must uncover lowest-cost options, proactively discuss them with patients, and identify convenient fulfillment options, including those at health system owned pharmacies, at the point of prescribing. With integrated Real-Time Prescription Benefit technology, Maeve and her provider can access information about the cost of her medications, discount options, alternative covered medications, pharmacy locations, and more – within seconds.

This patient-centric approach to prescribing supports adherence, price transparency, patient experience, and health system revenue growth initiatives. Behavioral analytics also show where opportunities exist to switch Maeve's regimen, all while improving adherence and lowering the cost of care.

Value Statement: Integrated Real-Time Prescription Benefit technology brings accurate out-of-pocket cost data up front – presenting affordable options at the point of care to help manage cost to patient, improving medication adherence and building stronger patient & physician relationships.

Scheduled Times: :45 after the hour

Participating Organizations: Oracle Health, Arrive Health

Demographics:

First Name: Maeve

Last Name: Breckenridge

Patient Address: 4165 S Argonne St. Aurora, CO 80013-3805

DOB: 5/9/1984

AGE: 38

Weight: 155 lbs

Height: 5'6.9"

Allergies: NA

Race/Ethnicity: 2054-5 Black or African-American

Occupation: Small Business Owner

Industry: Corporate Event Planner

Employer: Self

Scenario	Vendor	Products	Standards
<p>1 - Patient Background</p> <p>Maeve is a 38-year-old mother, works a full-time job, and helps to care for her elderly parents. As a small business owner, Maeve is realizing that she is struggling with increased levels of stress and anxiety. She balances the needs of so many people, activities and deadlines and has been hesitant to ask for help, partially because of the time needed for a visit with her doctor or any follow up counseling visits, but also because she isn't sure she can afford medication that may be prescribed. Unfortunately, it's reached a breaking point and Maeve has booked an urgent appointment with her primary care provider to get help.</p>			
<p>2 - PCP Visit</p> <p>Maeve presents at Baseline West Health System to see her PCP, Dr.Callahan. Dr. Callahan takes a brief moment to review her demographics, ensure her insurance information is correct, and views the Outside Records to see if Maeve has any documentation from encounters outside of Baseline West Health System.</p> <p>Dr. Callahan sees Maeve has experienced episodes of dysphagia within the last 12 months and keeps this in mind as she speaks with Maeve.</p>	Oracle Health	Millennium PowerChart	ADT, CCD-A, HL7, DIRECT

<p>At the conclusion of Maeve’s visit, Dr. Callahan determines that Fluoxetine will be prescribed. Since her outside records indicated and Maeve states she is still experiencing issues swallowing medications, Dr. Callahan prescribes Fluoxetine in liquid form.</p>			
<p>3 - Real-Time Prescription Benefits</p> <p>Dr. Callahan enters the prescription information and is presented with multiple low cost options. Maeve’s normal pharmacy (Shollenberger Pharmacy) is located near her house across town, but with her busy schedule, Maeve does not have time to go back across town to pick up her prescription. Dr. Callahan sees that Fluoxetine 20 mg/5mL oral solution can be prescribed at the in house pharmacy (Brooklyn @ Gates Pharmacy) with <u>no additional cost</u> to Maeve. Dr. Callahan conveniently places the prescription at the in house pharmacy.</p>	<p>Oracle Health</p>	<p>Millennium PowerChart Real-Time Prescription Benefits</p>	<p>CCD-A, HL7, API/JSON</p>
<p>4 - Access, Affordability, Accessibility</p> <ul style="list-style-type: none"> - In case you aren’t familiar with Real-Time Prescription Benefit, it’s an EHR-embedded tool that brings patient-specific cost information to the provider’s workflow within seconds. - Price transparency about healthcare costs is important because patients today are carrying more costs, and affordability is a major barrier to adherence. With this tool, providers can talk with patients about their medication costs and make informed decisions when they are prescribing. - Once the provider submits an order within the EHR, the RTPB transaction is initiated. It takes just seconds for Arrive Health’s RTPB to execute and return real-time cost information specific to Maeve. - Viewing results, providers can see a lot of useful details specific to Maeve, including insurance coverage and costs, PA authorization and coverage restriction details, fulfillment options, and discount/alternative pay options. - All of this happens because of Arrive Health’s network of partners. 	<p>Arrive Health</p>		<p>CCD-A, HL7, API/JSON</p>

<ul style="list-style-type: none"> - We also know how important it is to make sure this data is accurate, which is why Arrive Health has heavily invested in data quality - delivering actionable cost and coverage data from our PBM network over 95% of the time. - Maeve’s provider reviews the RTPB results and notices one option is at the pharmacy downstairs for the same price as at her neighborhood pharmacy. They discuss and agree that the best access option for her is to pick it up downstairs on her way home, helping address non-adherence industrying challenges. - Through this process Maeve has gained convenient access to the medication she needs and knows how much it will cost her. - Downstream this also supports continuity of care, as the provider and pharmacy share systems and the provider can see that the prescription was filled and picked up. 			
<p>5 - HealtheLife Patient Portal</p> <p>Patients are able to stay informed by viewing their health record data in Oracle Health’s HealtheLife Patient Portal. Maeve easily logs in via her mobile phone and is able to access her prescription via her HealtheLife Patient Portal as she walks down the hall to pick up her prescription at the inhouse pharmacy with no additional cost.</p>	Oracle Health	HealtheLife Patient Portal	API/JSON

Data Exchange Standards:

Product	Category	Protocol	Interop Body	Interop Profile	Interop Actor	Interop Message	Send or Receive	Transaction Description
Oracle Health - Millennium PowerChart	Electronic Health Record - ePrescribe Order Workflow	X-12N	HIPAA	v5010	Prescriber	270 & 271	Send	Prescription Eligibility Request and Response
		NCPDP	Medicare Part D, MMA	SCRIPT V2017071	Prescriber	<RXHistoryRequest> <RXHistoryResponse> <Status> <Error>	Send and receive	Prescription Medication History Request and Response
		JSON			Prescriber	Formulary Benefit Request	Send	Formulary & Benefit Request
		XML, Flat File			System/ ePrescribe	<DirectoryDownload> <DirectoryDownloadResponse> Organization Directory File	Send and receive	Organization Directory Download

		REST			Prescriber	GetOrganization	Send	Pharmacy Search
		JSON			Prescriber	<BenefitRequest> <BenefitResponse>	Send	Enhanced Real Time Prescription Benefit Request
		NCPDP	Medicare Part D, MMA	SCRIPT V2017071	Prescriber	<NewRX> <Status> <Verify> <Error>	Send	New Prescription
		NCPDP	Medicare Part D	SCRIPT V2017071	Prescriber	<PAInitiationRequest> <PAInitiationResponse> <PARquest> <PAResponse> <PACancelRequest> <PACancelResponse>	Send and receive	ePA workflow – Initiation, Request, Cancel

						<Status> <Verify> <Error>		
		NCPDP	Medicare Part D, MMA	SCRIPT V2017071	Prescriber	<RXChangeRequest> <RXChangeResponse> <Status> <Verify> <Error>	Send and receive	Change Prescription
		NCPDP	Medicare Part D, MMA	SCRIPT V2017071	Prescriber	<RXChangeRequest> <RXChangeResponse> <Status> <Verify> <Error>	Send and receive	Change Prescription

		NCPDP	Medicare Part D, MMA	SCRIPT V2017071	Prescriber	<CancelRx> <CancelRXResponse> <Status> <Error>	Send and receive	Cancel Prescription
		NCPDP	Medicare Part D, MMA	SCRIPT V2017071	Prescriber	<RXFill> <Status> <Verify> <Error>	Receive	Prescription Fill
Enhanced Real Time Prescription Benefits (RTPB)	Fulfillment Optimization	HTTPS: REST API	JSON		Prescriber - Data Query	POST	Send/Receive	Arrive Health product capabilities are integrated into the Oracle Health PowerChart workflow.