



Medication Synchronization

What is medication synchronization?

Medication synchronization is the process that allows members to pick up all of their ongoing prescription refills at the pharmacy on a single, convenient day each month and work closely with the pharmacist on sticking to their medication regime.¹ Having a consistent date/time of pick up allows the member to build a relationship with the pharmacist, thus increases communication between the two.

Why is medication synchronization important?

Many members have multiple prescriptions that are refilled monthly. Allowing the medications to be synchronized can increase medication adherence. Also knowing the set date and time, allows for the member to build a trusting relationship with the pharmacist, who can assist with medication questions and assure the member the need to take the medications, as prescribed. Medication adherence leads to positive member outcomes

Benefits of medication synchronization include:

- ✓ Eliminates the need to call in multiple prescription refills.
- ✓ Allows for convenience of fewer trips to the pharmacy.

¹ <https://ncpa.org/>

² <https://allazohealth.com/resources/>

- ✓ Eliminates the need for members and prescribers to call in multiple prescription refills.
- ✓ Allows for convenience of fewer trips to the pharmacy.
- ✓ Provides an opportunity to meet with the pharmacist to discuss medications.
- ✓ Improves adherence.
 - A 2016 study published in Health Affairs found that patients who were able to collect all their prescriptions in a single trip to the pharmacy are up to 13% more likely to be more adherent. The study, a collaboration between the University of Pennsylvania and Humana, also found that patients relatively adherent to their regimens were 3% to 5% more likely to more closely follow instructions when given the option to synchronize their medications.

There is no cost to the member for this service.

How do I get members to use medication synchronization?

The following are a few steps to take in implementing medication synchronization with your members:

- ✓ Know and understand your member, listen to them, discuss their medication barriers.
- ✓ Know and understand the member's local pharmacies.
- ✓ Know which pharmacies champion medication synchronization.
- ✓ Talk to your members about using the pharmacies who champion medication synchronization.
- ✓ Educate members on the importance of medication synchronization.

To find a pharmacy in your area, visit the <https://collaboration.cpesn.com/finder>.