

Sample #1 Mail Order Pharmacy Workflows DRAFT

1. At the time of patient check-in, the office staff will confirm patient pharmacy information with the patient. The practice will provide staff with a script regarding asking all patients about utilizing a Mail Order Pharmacy.
2. If the patient has Humana, Aetna, or United Medicare Advantage insurance and are currently not using a mail order pharmacy the front desk will provide the patient with a flyer with the preferred mail order pharmacy information for their insurance.
3. When the patient is roomed, if the patient would like to discuss mail order pharmacy with the provider this will be noted in the patient chart.
4. The provider will review the medication list and as appropriate for chronic medications ask if the patient would like to use a mail order pharmacy. The provider will discuss the benefits of mail order pharmacy/provide education and additional resources to the patient as needed.
 - a. The provider will update new pharmacy information in the patient chart.
5. If patient outreach is being conducted for quality gaps in care, if patients are at risk for being non-adherent to their medications, or if a patient calls in for chronic medication prescription refills the office will encourage patients to review their prescription plans to learn more about their mail order benefits.
6. The practice will have flyers/information to provide to patients for mail order pharmacies.

Sample #2 Mail Order Pharmacy Workflows DRAFT

1. At the time of patient check-in, the office staff will confirm patient pharmacy information with the patient. If the patient has Humana, Aetna, or United Medicare Advantage insurance and are currently not using a mail order pharmacy they will provide the patient with a flyer with the preferred mail order pharmacy information for their insurance.
2. When the patient is roomed, if the patient would like to discuss mail order pharmacy with the provider this will be noted in the patient chart.
3. The provider will review the medication list and as appropriate for chronic medications ask if the patient would like to use a mail order pharmacy. The provider will discuss the benefits of mail order pharmacy/provide education and additional resources to the patient as needed.
 - a. The provider will update new pharmacy information in the patient chart.
4. If patient outreach is being conducted for quality gaps in care, if patients are at risk for being non-adherent to their medications, or if a patient calls in for chronic medication prescription refills the office will encourage patients to review their prescription plans to learn more about their mail order benefits.
5. The practice will have flyers/information to provide to patients for mail order pharmacies.

Sample #3 Mail Order Pharmacy Workflows DRAFT

1. The provider will review the medication list and as appropriate for chronic medications ask if the patient would like to use a mail order pharmacy.
2. The provider will discuss the benefits of mail order pharmacy/provide education and additional resources to the patient as needed.
 - a. The provider will update new pharmacy information in the patient chart.

3. If the patient has Humana, Aetna, or United Medicare Advantage insurance and are currently not using a mail order pharmacy they will provide the patient with a flyer with the preferred mail order pharmacy information for their insurance.
4. If patient outreach is being conducted for quality gaps in care, if patients are at risk for being non-adherent to their medications, or if a patient calls in for chronic medication prescription refills the office will encourage patients to review their prescription plans to learn more about their mail order benefits.
5. The practice will have flyers/information to provide to patients for mail order pharmacies.