

C.A.R.E.S. Pharmacy Network Newsletter

Fall 2017, Issue 3



Please visit the
C.A.R.E.S. Pharmacy
Network webpage at:
[https://
alpharmacycares.org/](https://alpharmacycares.org/)

Finally the weather is cooling down and the leaves are changing color. I hope you enjoy the Fall weather as much as we do.

I can't believe it has been two years since we have initiated the C.A.R.E.S. Pharmacy Network. Since then we have launched several initiatives to increase enrollment of pharmacy network members, publicize the role of Aging and Disability Resource Centers (ADRCs), and strengthen relationships with current network members through newsletters and a new CE program.

Earlier this year, we launched a new 1-hour continuing education program, entitled "Pharmacists'

Role in Assisting Medicare Patients with Limited Income". This printed CE program has been well received. Thus far, we had 128 participants who completed this program. The 3-hour online video-based program is also going strong; thus far 65 have participated in this program. These two CE programs are still available at no cost to participants. Feel free to let others know about them.

We are pleased to welcome several new C.A.R.E.S. network members. They are featured in this newsletter on page four. Looking at current members' locations, we have good coverage of our state. However, since there are over 28,000 individuals who are potentially qualified for subsidy programs for Medicare population with limited income, we still need your help - we need additional network pharmacies and we need

your help to identify & refer potentially qualified individuals to ADRCs. They might be those who pay for medications out of pocket, those who fall into prescription drug plan' coverage gap, those who couldn't afford to pay for their medications, those who asked for a partial fill, and/or those who need to evaluate their prescription drug plan.

Another reminder - Medicare open enrollment will start on October 15th and run until December 7th. Please feel free to refer patients to SHIP to get unbiased assistance.

We welcome your suggestions to improve our network and serve your needs.



Salisa Westrick, PhD
Sterling Professor
Health Outcomes

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Medicare Pearl Points

This section illustrates the importance of the C.A.R.E.S. program in identifying and referring potentially qualified individuals to ADRCs so that they can be screened for assistance. There are still many individuals who don't know that they are qualified for the Medicare Savings Program (MSP) or ExtraHelp (LIS) Program.

In Alabama, there are over 28,000 potentially qualified individuals who may be eligible to enroll in MSP or LIS programs. To further illustrate this point, I would like to provide more specific numbers. There are 283 and 268 potentially qualified individuals in the 36117 zip code in Montgomery and the 36695 zip code in Mobile, respectively. When looking at a smaller town such as Dadeville, with a population of a bit over 3,000, there are 114 potentially qualified individuals who may benefit from our C.A.R.E.S. program. If you'd like a specific number for your county and zip code, please go to the National Council on Aging website at <https://www.ncoa.org/economic-security/benefits/visualizations/lis-msp-potential-eligibles/>

Another pearl point is related to Medicare Part D plan star ratings. Unfortunately, in Alabama, we have yet to see 5-star plans. Medicare uses information from member satisfaction surveys, plans, and health care providers to give overall performance star ratings to plans. A plan can receive a rating between 1 and 5 stars. A 5-star rating is considered excellent. Five-star plans can enroll patients any time throughout the year. The following measures are directly affected by pharmacies' performance including: 1) appropriate use of high-risk medication for elderly patients (65+), 2) medication adherence for patients with diabetes (oral anti-diabetic medications), 3) medication adherence for patients with hypertension (RAS antagonists), 4) medication adherence for patients using cholesterol medications (statins), and 5) Medication Therapy Management (MTM) program completion rate for Comprehensive Medication Reviews.

We know you work hard to take care of patients. I encourage you to assess how your pharmacy performs in each one of these measures and discuss with your team regarding how to enhance your pharmacy performance.

Featured Member



"We are a hometown pharmacy where each and every one of our patients are important to us."

Carol Maples, CPhT
Section Pharmacy

Carol Maples is a Certified Pharmacy Technician from Section Pharmacy in Section, AL. She was the first individual at Section Pharmacy to complete the C.A.R.E.S. training in February 2017. Today, Section Pharmacy has a total of four staff members trained through the C.A.R.E.S. program with all pharmacists and technicians actively involved in referring patients through the C.A.R.E.S. Pharmacy Network. Carol has been working with patients struggling to afford their medications long before joining the network. She says, "You will be surprised at how many Medicare patients qualify for the extra help to pay for prescription copays, Part B and D premiums, and help in the Doughnut Hole. They don't know because no one took the time to tell them about available programs." With this experience, Carol was motivated to complete the C.A.R.E.S. training, leading her pharmacy to join the C.A.R.E.S. Pharmacy Network. "Our patients are so thankful to find out about programs that may help them in some way. Every dollar saved means an extra dollar they have for food or to pay their electric bill. To many patients the extra help to pay for the medication copays or make them cheaper means they can take the medicines they have been prescribed instead of doing without their much needed medication because of cost." Her passion and dedication to assisting her patients has resulted in Section Pharmacy being our top referring pharmacy. Since May 2017, she has been involved in the referral of 14 patients through the network to the Alabama Department of Senior Services. These referrals have the potential to significantly impact the lives of Section Pharmacy patients. Thank you for your leadership and continuous dedication to your patients Carol!

SHIP Spotlight



Dawn Glascock

SHIP Coordinator, Jan Neal Law Firm

Dawn Glascock has worked in Alabama's aging network in various capacities for the last 38 years. Dawn obtained her B.S. degree from Auburn University, and holds an American Bar Association accredited Legal Assistant Certification from Auburn University Montgomery. She began her career serving as an Area Agency on Aging Director and was one of the first Certified Long Term Care Community Ombudsman in Alabama. In this role she investigated complaints regarding the care of nursing home residents. As a result of this work she was inducted into the Senior Citizen's Hall of Fame in 1985 for outstanding advocacy on behalf of Alabama seniors. In 1990, Dawn began working as a Legal Assistant for Jan Neal Law Firm, LLC. This private law firm contracts with four of Alabama's thirteen Aging and Disability Resource Centers to provide legal assistance to seniors. The firm also contracts with one Aging and Disability Resource Center to provide State Health Insurance Counseling Services. As part of this contract, Dawn serves as the SHIP Coordinator for the

SCADC Region of Alabama. This region is comprised of Macon, Bullock, Pike, Crenshaw, Butler, and Lowndes counties. Since 1993, Dawn has been certified as a SHIP counselor. In her role as SHIP coordinator, she counsels patients about Medicare coverage and helps them to resolve any problems they face in regards to Medicare. She also provides public education about Medicare throughout the SCADC region. Dawn also works closely with Auburn University PharmD students, as the State Coordinator for the AU-SHIP Medicare Outreach Program (more information below). She recognizes that the laws and regulations surrounding Medicare and available subsidy programs are complex and difficult for most patients to understand. Dawn has the knowledge and experience to use this information to help patients who are having trouble affording their health care, saving them money so they can afford the care they need. This is what motivates her, the opportunity to witness the positive influence these programs can have on the lives of patients.

2017 Medicare Open Enrollment Events Coming Soon!

Each year during Medicare Open Enrollment from October 15th to December 7th, the Auburn University Harrison School of Pharmacy (AU) and Alabama State Health Insurance Assistance Program (SHIP) partners to form the AU-SHIP Medicare Outreach Program. During this time student pharmacists and SHIP counselors come together to help Alabama Medicare beneficiaries select the best Medicare Advantage or Part D plan for their needs.

What does this mean for you?

If you believe patients in your community would benefit from an event like this please let us know and we will be happy to send you event flyers to be passed out to patients in your pharmacy.

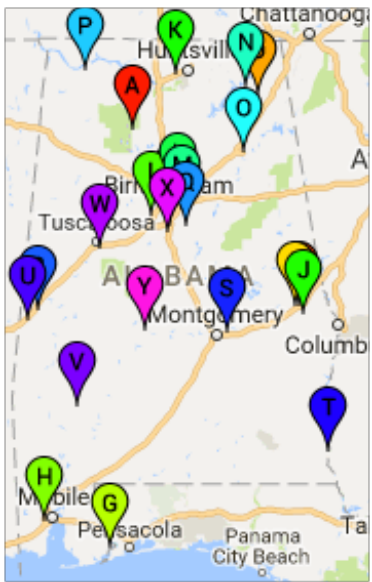
For more information, visit the AU-SHIP website at <https://www.alabamamedicarehelp.org/>



Our Network is Expanding!

We've welcomed
eleven new
pharmacies since
our last issue,
bringing the
C.A.R.E.S.
Pharmacy
Network
membership to
25 pharmacies!

- A. Addison Discount Pharmacy | Addison, AL
- B. Kroger Pharmacy | Opelika, AL
- C. Walgreens Pharmacy #6955 | Hueytown, AL
- D. Rainsville Drugs | Rainsville, AL
- E. Walmart Neighborhood Market | East University location, Auburn, AL
- F. Walgreens Pharmacy #4589 | Pelham, AL
- G. Lillian Pharmacy | Lillian, AL
- H. Pharmacy Services of Mobile | Mobile, AL
- I. Weldon Pharmacy | Hueytown, AL
- J. Beauregard Drugs | Auburn, AL
- K. Rite Aid Pharmacy #07054 | Madison, AL
- L. Rite Aid Pharmacy #07013 | Birmingham, AL
- M. Continuity of Care Internal Medicine Clinics- Brookwood Baptist Health | Birmingham, AL
- N. Section Pharmacy | Section, AL

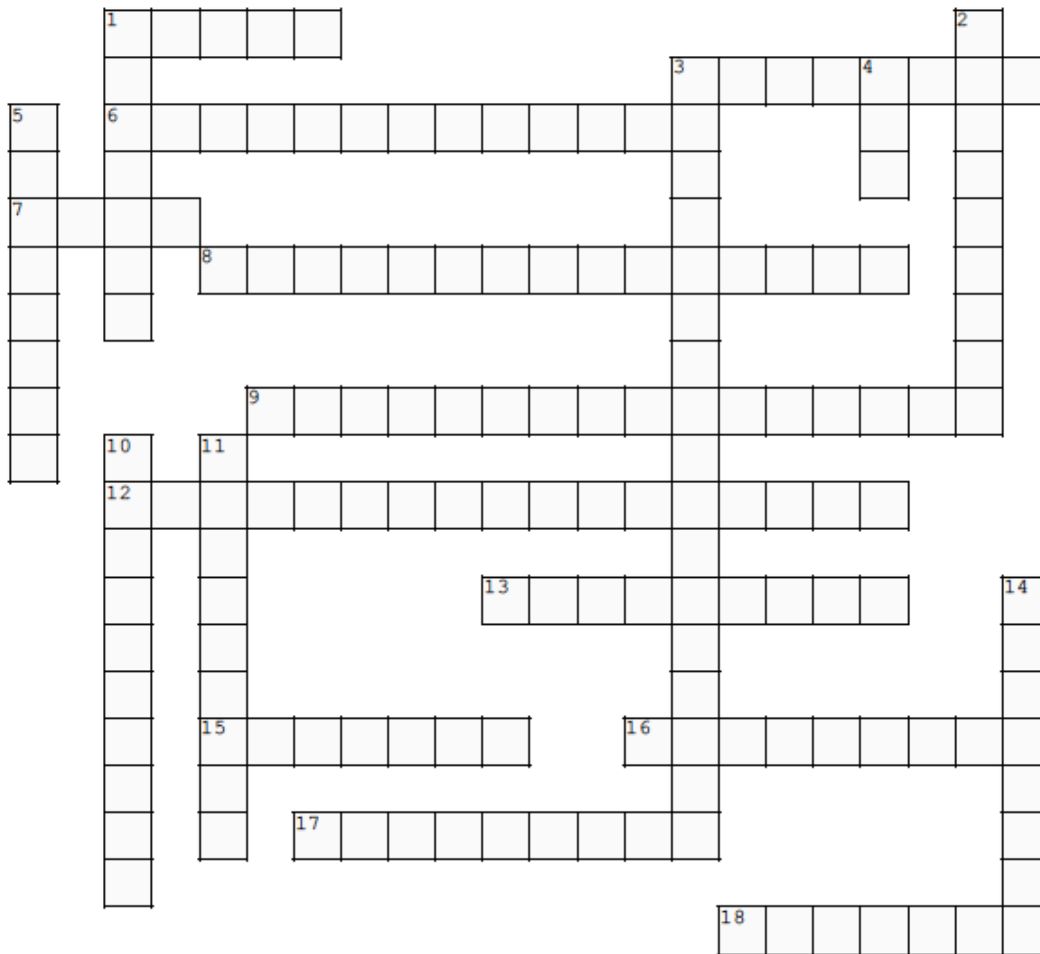


- O. Gadsden City Pharmacy | Gadsden, AL
- P. Fred's Pharmacy #3056 | Tuscumbia, AL
- Q. Walmart Pharmacy #4330 | Chelsea, AL
- R. The Drug Store | Livingston, AL
- S. Pharmacy Care Associates | Montgomery, AL
- T. Beasley Pharmacy | Columbia, AL
- U. York Drug | York, AL
- V. City Drugs | Grove Hill, AL
- W. Walgreens Pharmacy #10525 | Tuscaloosa, AL
- X. Walgreens Pharmacy #9427 | Pelham, AL
- Y. Winn-Dixie Pharmacy #0543 | Selma, AL

**WELCOME
NEW
PHARMACIES!**

This was an excellent program! While I already knew much of the information presented about LINET, I learned a great deal of new information about MSP, SENIOR RX, and ADRC services. All of these resources will assist me in serving my patients. My pharmacy is located in Selma. Dallas county has a very low income population who need help they can easily access to find answers about paying for medication. It has been very rewarding on a personal level to help my patients in this area and the additional knowledge you have provided will allow me to both save time and direct them to the resources already in place to assist them further. Thank you for a very useful program. I look forward to participating in the C.A.R.E.S. Network.

*-Barbara Eischens, Pharmacy Manager at Winn-Dixie Pharmacy Selma, AL
(newest C.A.R.E.S. member)*



Across

1. THE NEWEST PHARMACY TO JOIN THE C.A.R.E.S. PHARMACY NETWORK IS LOCATED IN _____, AL.
3. A DUAL-ELIGIBLE BENEFICIARY IS SOMEONE WHO QUALIFIES FOR BOTH MEDICARE AND _____.
6. THE NUMBER OF _____ MEDICATION REVIEWS A PHARMACY COMPLETES CAN IMPACT PLAN STAR RATINGS.
7. DAWN GLASCOCK IS A _____ COORDINATOR AT JAN NEAL LAW FIRM, LLC.
8. YOU CAN FIND MORE INFORMATION ABOUT THE C.A.R.E.S. PHARMACY NETWORK AND AVAILABLE CE COURSES AT WWW._____.ORG
9. A PERSON IS SAID TO HAVE _____ WHEN THEY HAVE BOTH PARTS A AND B.
12. MEDICARE PART D PROVIDES COVERAGE FOR _____.
13. THE LOW INCOME SUBSIDY PROGRAM IS ALSO KNOWN AS _____.
15. WHAT IS ANOTHER NAME FOR MEDICARE SUPPLEMENT INSURANCE POLICIES, WHICH COVER SOME OF THE GAPS IN ORIGINAL MEDICARE?
16. WHICH TOWN IN ALABAMA HAS 114 POTENTIALLY QUALIFIED INDIVIDUALS WHO MAY BENEFIT FROM THE C.A.R.E.S. PROGRAM ?
17. WHAT IS THE NICKNAME FOR THE MEDICARE PART D COVERAGE GAP?
18. MEDICARE OPEN ENROLLMENT BEGINS _____ 15TH.

Down

1. OUR FEATURED MEMBER, CAROL MAPLES, IS A CERTIFIED PHARMACY TECHNICIAN AT _____ PHARMACY.
2. MEDICARE ELIGIBILITY BEGINS AT AGE _____.
3. _____ PROVIDES COVERAGE THROUGH PRIVATE INSURERS AS AN ALTERNATIVE TO ORIGINAL MEDICARE.
4. WHAT IS THE ACRONYM FOR THE FEDERAL AGENCY THAT OVERSEES MEDICARE AND MEDICAID?
5. MEDICARE PART A COVERS _____ STAYS.
10. C.A.R.E.S. STANDS FOR CERTIFIED AGING RESOURCE EDUCATED _____.
11. PATIENTS' MEDICATION ADHERENCE TO THIS COMMONLY PRESCRIBED ORAL ANTI-DIABETIC MEDICATION WILL AFFECT PLAN STAR RATINGS.
14. MEDICARE OPEN ENROLLMENT ENDS _____ 7TH.

C.A.R.E.S. One Credit Hour CE Refresher Course

In partnership with Alabama Department of Senior Services (ADSS), the Harrison School of Pharmacy has developed an ACPE approved one credit hour CE article available at no cost to you or your technician. As a network member, we are offering this to you as a refresher course.

If you would like to complete this course and receive credit, simply review the educational material and complete the post-test and evaluation in the next month or so. You can access the CE at <https://alpharmacycares.org/> where it is available as a downloadable pdf. The assessment is included within the CE pdf and upon completion, can be faxed to 334-844-8307, or emailed to Tessa Hastings at tjh0043@auburn.edu. Alternatively, you may complete the assessment online at <https://alpharmacycares.org/>.

For non-network members this course is offered as an introduction prior to completion of the 3 credit hour training required for enrollment in the C.A.R.E.S. Pharmacy Network. If additional staff at your pharmacy are interested, please pass this information along. Further, the online continuing education (CE) program is still available at no cost for any Alabama pharmacists or technicians. The program will provide 3 ACPE approved credit hours and can be completed at their convenience. This program will provide updated information regarding programs for Medicare patients with limited income and how to efficiently and effectively assist these patients.

If you are interested or want more information about either CE program, please visit <https://alpharmacycares.org/>



Crossword Puzzle Key:

- Across:
1. SELMA
 3. MEDICAID
 6. COMPREHENSIVE
 7. SHIP
 8. ALPHARMACYCARES
 9. ORIGINALMEDICARE
 12. PRESCRIPTIONDRUGS
 13. EXTRAHELP
 15. MEDIGAP
 16. DADEVILLE
 17. DONUTHOLE
- Down:
1. SECTION
 2. SIXTYFIVE
 3. MEDICAREADVANTAGE
 4. CMS
 5. HOSPITAL
 10. SPECIALIST
 11. METFORMIN
 14. DECEMBER