



Dear IEHP Pharmacy Providers,

Happy New Year! We are three months into the IEHP Pharmacy Pay For Performance (P4P) Program. Based on the latest EQuIPP Data, we have seen some improvements. Please review your pharmacy's performance via EQuIPP tool if you have not had a chance to review the latest result. After program has launched, we received many inquiries asking for guidance to run the pharmacy quality management program. Below, you will see some suggestions for you to consider:

1. Understand that your workflow strategies should look for improvements in two main areas:
 - a. Process to target P4P measurements (immediate outcomes)
 - b. Process to incorporate pharmacy quality management program and improve outcomes (long term outcomes)
2. Understand the P4P Quality Measurements: Please review the measurement description on IEHP P4P website (now updated to provide more information)
3. Define strategies your pharmacy may adopt, define steps to identify "targets" and set up "action plans"
 - a. Utilize technology to conduct some of these activities
 - b. Identify poor adherence when refilling prescription at POS
 - c. Reports to identify patients with poor adherence
 - d. Refill reminder calls
4. Best practice pharmacy quality management process:
 - a. Pay attention to POS message, identify and resolve the following issues: non-compliance patients, high risk drug use, drug-drug interactions, inappropriate dosage
 - b. Provide consultations on all new prescriptions. Stress the importance of adherence for chronic medications.
 - c. Adjust workflow change, to free up Pharmacist to provide consultations
5. Review EQuIPP data on a monthly basis
6. All your staff should be familiar with P4P program goals. Develop internal goals and promote pharmacy quality concepts.



If you have not submitted your credential information via Survey Monkey link previously, please submit the information immediately via the link below:

<https://www.surveymonkey.com/s/JQV5WGS>

(Note: If you have submitted your information previously via Survey Monkey, you do not need to re-submit)

We must have your credentialing information in order to provide P4P payment. The deadline for credential information submission has been extended three times. If no information is submitted after this deadline, your pharmacy will not be eligible for the P4P payment. Please submit the information before **January 20, 2014**.

Sincerely,

IEHP Pharmaceutical Services Department