



EXPRESS SCRIPTS®

CHAMPIONS  
FOR  
BETTER™



# Health Connect 360

CASE MANAGEMENT REFERENCE GUIDE

2020



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HEALTH CONNECT 360 CLINICAL SERVICES

CLINICAL SERVICE TYPE	DESCRIPTION	GENERAL RECOMMENDATIONS FOR REFERRALS
<b>GENERAL SUPPORT</b>		
<p>TRC SPECIALIST PHARMACIST CONSULTATION SERVICES</p> 	<p>A TRC Specialist Pharmacist is a clinician resource available to support customers, case management, and coaching teams. They are available 24 hours a day, 7 days a week to answer customer questions related to medications or medical conditions and can provide customer guidance regarding cost effective medication alternatives.</p>	<p>If a customer experiences any of the following situations, please refer them to your Health Connect 360 Population Health Manager for a Specialist Pharmacist consultation.</p> <p>Reasons for a Specialist Pharmacist referral:</p> <ul style="list-style-type: none"> <li>- Medication adherence consultation</li> <li>- Medication side effects and cost concerns</li> <li>- General questions about medication regimen</li> <li>- Cost effective medication alternatives</li> <li>- Preferred network pharmacy identification</li> <li>- Interested in receiving Express Scripts home delivery services and 90 day supplies</li> </ul>

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<b>GENERAL SUPPORT</b>		
<p><b>ADHERENCE DEVICES</b></p> 	<p>Health Connect 360 offers medication reminder devices as tailored solutions to patients who indicate that they forget to take a dose now and then.</p> <p>Three types of devices:</p> <p><b>Dose Alert</b>® – small beeping device that can be attached to a pill bottle to remind the patient to take their daily dose(s) of medication at regular intervals</p> <p><b>DidIt!</b> – a small plastic device that adheres to a medication bottle and can be used to track whether the patient took (I “did it”) their medication for the day</p> <p><b>Pillbox</b> - Pillbox reminder device designed for a 7 days' supply of medication</p>	<p>If a customer taking at least one medication experiences any of the following situations, please refer them for an adherence reminder device.</p> <p>Reasons for an adherence reminder device referral:</p> <ul style="list-style-type: none"> <li>- Customer has trouble remembering to take their medication and would benefit from a physical reminder device</li> </ul>
<b>DIABETES</b>		
<p><b>DIABETES REMOTE MONITORING (LIFESCAN OR LIVONGO)</b></p> <p><b>LIFESCAN      LIVONGO</b></p> 	<p>Diabetes remote monitoring combines technology to empower members living with diabetes with evidence based clinical interventions from diabetes specialists. Clinically targeted members are invited to participate via a letter and an email. If they agree to participate, the member receives a blood glucose meter at no charge, which can track all their readings easily in one place. The member uses the connected meter and tests as they usually do, but now their readings are shared with diabetes specialists who monitor their results. Diabetes specialists provide tailored interventions to members when they need it most; counseling on ways to keep their blood sugar readings well controlled, adhering to their medications and generally managing their diabetes.</p>	<p>If a customer with diabetes (taking at least one diabetes medication) experiences any of the following situations, please refer them for Diabetes Remote Monitoring services</p> <p>Reasons for a Diabetes Remote Monitoring referral:</p> <ul style="list-style-type: none"> <li>- Customer with diabetes has difficulty tracking or interpreting blood sugar level readings</li> <li>- Customer with diabetes is experiencing uncontrolled hyper or hypoglycemic episodes</li> </ul>

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**PRE-DIABETES**

 <p><b>STEPIN WEIGHT LOSS REMOTE MONITORING (CELLULAR CONNECTED WEIGHT SCALE)</b></p>  	<p>StepIn combines a cellular connected scale, evidence based curriculum, one on one personalized coaching, and a virtual peer support community to empower members to take control of their health and avoid a chronic condition diagnosis. Clinically targeted members are invited to participate via a letter and an email. If they agree to participate, the member receives a cellular connected scale at no charge, which links with an app to track vital health information such as weight, mood, nutrition, and activity. The member uses the connected scale as they would any scale, and their progress is shared with their personal health coach via the app. Diabetes and cardiovascular specialists are available to provide clinical information to members regarding any medication related questions.</p>	<p>Customer must one of the following criteria to be eligible for StepIn services:</p> <ul style="list-style-type: none"> <li>- Taking hypertension and cholesterol medication without a diabetes medication on file</li> <li>- Taking weight loss medications without a diabetes medication or diabetes diagnosis on file</li> <li>- Taking metformin only without other diabetes medications on file</li> </ul> <p>Reasons for StepIn referral:</p> <ul style="list-style-type: none"> <li>- Customer without diabetes would benefit from weight management and healthy living coaching</li> </ul>
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**CARDIOVASCULAR**

<p><b>HYPERTENSION REMOTE MONITORING</b></p> 	<p>Hypertension remote monitoring combines technology to empower members living with high blood pressure with evidence based digital clinical interventions. Clinically targeted members are invited to participate via a letter and an email. If they agree to participate, the member receives a connected blood pressure cuff and Livongo mobile app at no charge, which can track all their readings easily in one place. With each blood pressure reading, the member receives instant in-app feedback and coaching to drive them closer to their goal.</p>	<p>If a customer with hypertension (taking at least one hypertension medication) experiences any of the following situations, please refer them for Hypertension Remote Monitoring services</p> <p>Reasons for a Hypertension Remote Monitoring referral:</p> <ul style="list-style-type: none"> <li>- Customer with hypertension has difficulty tracking or interpreting blood pressure readings</li> <li>- Customer with hypertension is experiencing uncontrolled hypertension</li> </ul>
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CLINICAL SERVICE TYPE	DESCRIPTION	GENERAL RECOMMENDATIONS FOR REFERRALS
<b>PULMONARY</b>		
<p data-bbox="154 1003 467 1060">PULMONARY REMOTE MONITORING</p> 	<p data-bbox="587 884 1063 1394">Pulmonary remote monitoring improves asthma and COPD management with objective, rich data and helps facilitate communication about respiratory health between care teams and patients. Clinically targeted members are invited to participate via a letter and an email. If they agree to participate, the member receives connected pulmonary medication devices and a mobile app at no charge, which can track all pulmonary medication utilization easily in one place. With each pulmonary medication use, the member receives instant in-app feedback and coaching to drive them closer to their goal.</p>	<p data-bbox="1092 443 1469 659">If a customer with asthma or COPD (taking at least one controller pulmonary medication) experiences any of the following situations, please refer them for Pulmonary Remote Monitoring services.</p> <p data-bbox="1092 678 1414 735">Reasons for a Pulmonary Remote Monitoring referral:</p> <ul data-bbox="1141 751 1474 1045" style="list-style-type: none"> <li>- Customer with asthma or COPD has difficulty tracking or interpreting pulmonary medication use.</li> <li>- Customer with asthma or COPD is experiencing symptoms indicative of poor breathing control.</li> </ul> <p data-bbox="1092 1104 1328 1161">Compatible Rescue Medications:</p> <ul data-bbox="1092 1178 1458 1335" style="list-style-type: none"> <li>• Albuterol Sulfate HFA (Prasco)</li> <li>• Albuterol Sulfate HFA (Teva)</li> <li>• ProAir HFA</li> <li>• Ventolin HFA</li> </ul> <p data-bbox="1092 1394 1357 1451">Compatible Controller Medications:</p> <ul data-bbox="1092 1467 1357 1881" style="list-style-type: none"> <li>• Advair Diskus</li> <li>• Advair HFA</li> <li>• Anoro Ellipta</li> <li>• Arnuity Ellipta</li> <li>• Asmanex HFA</li> <li>• Breo Ellipta</li> <li>• Combivent Respimat</li> <li>• Dulera</li> <li>• Flovent Diskus</li> <li>• Flovent HFA</li> </ul>

		<ul style="list-style-type: none"> <li>• Fluticasone Propionate/Salmeterol Diskus</li> <li>• Incruse Ellipta</li> <li>• QVAR (not compatible with Redihaler version)</li> <li>• Serevent Diskus</li> <li>• Spiriva Respimat</li> <li>• Stiolto Respimat</li> <li>• Striverdi Respimat</li> <li>• Trelegy Ellipta</li> </ul>
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**PAIN MANAGEMENT**

<p><b>DRUG DEACTIVATION AND DISPOSAL SYSTEM</b></p> 	<p>Safe handling and proper disposal of leftover opioid medications will also help your customers through issuing simple-to-use deactivation device kits to members who are likely to have excess opioids on hand.</p>	<p>If a customer is likely to have excess opioids on hand, please refer them to Express Scripts for a drug deactivation and disposal bag.</p>
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