PacificSource Pharmacy Q&A

Why am I receiving this information?
PacificSource invites community pharmacies to join us in making a difference in improving patient medication adherence through greater understanding. Research¹ has found that pharmacist intervention can lead to improved adherence and treatment outcomes. Chronic diseases are the leading cause of morbidity and mortality in the U.S. Approximately 20% to 50% of patients are failing to adhere to their medications. Nonadherence to antihypertensive medication is the main cause of uncontrolled blood pressure.

As a community pharmacist, what can I do to improve medication adherence for statin use in diabetes, antihypertensive, antihyperlipidemia, and antidiabetics?
It’s important to take the time to help inform patients during their visits. When appropriate, please consider:

• Helping patients understand the effectiveness of automated refills for medications for chronic conditions
• Sharing the importance of medication adherence for chronic conditions
• Following up with members who are late refilling their chronic medications
• Asking people with diabetes who are not currently taking a statin about their history with statins, and recommending that they talk with their doctor about statin use

Does PacificSource provide a medication synchronization program for members?
Yes, PacificSource encourages members to set up a synchronization program. For members who would benefit from medication synchronization, please call (with the member’s permission) the pharmacist number listed on the back of the member’s PacificSource ID card.

The synchronization program helps reduce the possibility of missing a monthly fill. Missing a monthly fill is a particular concern for members with a regimen of medications that need to be filled at different times of the month.

A medication synchronization request may take up to 72 hours, but ultimately the program reduces the number of member trips to the pharmacy.

Please note that controlled substances and gabapentinoids are not included in this program. Typically, medications* that are included involve treatments related to:

• Hypertension
• Hyperlipidemia
• Diabetes mellitus
• Statins for diabetes
• Statin use in clinical ASCVD

* Plan limitations apply.

¹ References:


Commercial Customer Service
Oregon
(888) 977-9299
Idaho
(800) 688-5008
Montana
(877) 590-1596
Washington
(866) 556-1224
Customer Service is available from 7:00 a.m. to 5:00 p.m. PT.

Medicare Customer Service
(888) 863-3637
October 1—March 31
8:00 a.m. to 8:00 p.m., seven days a week
April 1—September 30
8:00 a.m. to 8:00 p.m., Monday—Friday

Medicaid Customer Service
(800) 431-4135
October 1—January 31
8:00 a.m. to 8:00 p.m., seven days a week
February 1—September 30
8:00 a.m. to 5:00 p.m., Monday—Friday