FtP Workflow WEDNESDAYS

Max My Sync

Topic: Being Proactive with Refill Requests

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Best Practice

Proactively collaborate with patients and follow-up with providers to manage refill renewals utilizing a medication synchronization program Click HERE to watch the recorded Webinar.

Be Proactive with Refill Renewal Requests

- Send refill renewal requests to the prescriber as early as possible. If possible, optimize technology to automatically send requests when the last authorized refill is adjudicated.
- Verify prescriptions have an adequate quantity remaining BEFORE Med Sync check-in call.
    - In some cases, a prescription will have a lesser remaining amount on the prescription than is needed for full refill cycle quantity (i.e. 12 tablets remain on Rx but sync cycle is 30 days). This is often due to a previous short-fill on the prescription.
- Review the patient's entire sync history and profile notes. Things to look for include:
    - Controlled medications that do not allow refills per Rx #
    - Refill renewals denied by prescriber. Further investigate - Does patient need to make an appointment for further refills? Does patient have a new PCP? Was this medication therapy discontinued?

Determine Pharmacy SOP for Refill Request Follow-Up

Pharmacy Collaboration with Prescriber	Pharmacy Collaboration with Patient
• Learn how local prescribers handle refill requests - is there a designated refill nurse? • Follow-up early in case patient action is necessary for renewal request	• Follow-up with the patient on the outcome of refill request (denied/further action needed) • Set expectations for the patient if patient is capable of requesting fills by provider portal

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