

RETAIL PHARMACY / PBM

# Health Journey & Micro-Engagements™

## New Customer/ Ongoing Admin

- New patient welcome and info gathering/sharing (including insurance ID card)
- Patient information updates - including contact details and change of insurance
- Proactive member out of pocket notifications - with support for "price shocks"
- Vaccination marketing and reminders
- Vaccination appointment scheduling and paperwork
- Vaccination appointment reminders and re-scheduling
- Website, Portal & App adoption / utilization
- Rx prior authorization support

## Rx Fill Support

- Refill reminders and ordering facilitation
- Prescription ready notices
- Prescription delay notices
- Prescription "0 fills left" notices with ability to request pharmacy support to obtain refill
- Retail-to-mail conversion
- 90-day fill conversion
- Brand-to-generic conversion
- Medication (Rx) reconciliation
- Medication questions with ability to speak to pharmacist if needed

## Mail Order Fulfillment

- Refill reminders and ordering facilitation
- Notification of shipment with tracking number
- Shipping status updates
- Support for shipping/delivery issues, returns and reshipment
- Lost/stolen in transit
- Package damaged
- Temperature issue (ice melted)
- Bottle lid cracked/open – pills loose in package
- Packaging damaged – questions of tampering/safety

