

Consumer Self-Reliance and Independence Medication Adherence Program

Frequently Asked Questions

Why is this program changing?

Magellan believes in recovery. Magellan also believes that recovery requires a partnership between the consumer and his or her clinical team. Understanding and accepting his or her illness and helping to determine an individual and recovery-based course of treatment is the consumer's responsibility. Providing services and support based on the needs and desires of the consumer in a compassionate and empathetic manner is the responsibility of the clinical team. When a recovery partnership exists, recovery is possible.

A. I want to be able to provide the consumer with only a seven day supply of medication at a time for safety reasons. Do I need to request this in advance?

No. The provider can specify on the prescription to dispense a specific amount of days at a time. The consumer can take this to his or her preferred pharmacy. This form does NOT need to be completed for this request.

B. Can any pharmacy fill a prescription for a supply less than 30 days?

Yes. Additionally, this encourages consumers to utilize the same pharmacy as opposed to a different one for bubble packs. This will also assist in identifying medication errors, drug interactions and duplicate therapies.

C. Will all medications be approved at a 30 day supply?

No. A provider can request less time by checking the box at the top of the request form dosage changes are expected. Otherwise, the clinic will receive a 30 day supply. The clinical team then determines medication distribution based on the supply and the consumer's needs. This process should be as least restrictive as possible, while ensuring a safe environment.

D. If the consumer needs a bubble pack because he or she experiences barriers to obtaining medications, can the clinical team prescribe it to lessen the chance of non-adherence?

No. Magellan's commitment to medication adherence includes the addition of medication coaches. The medication coaches focus on identifying barriers to medications and finding solutions to the barriers.

E. What other considerations should be incorporated in this program?

All aspects of care are encouraged to be reviewed. For example, is the consumer's non-adherence because the regimen is complicated? Can it be simplified to promote adherence? Are adverse side effects noted to decrease chance of non-adherence?

F. If I have additional questions, whom can I contact?

For clinical consultation questions, please contact your area medical director. For questions specific to the medication adherence program please call the medication coaches at (602) 652-5817.