

# National Health Plan Provides Barrier Breaking Tips to Increase Prescription Refills by 85%



85%

Improvement  
in refill rates

42%

Refilled despite having  
known convenience issues  
(after barrier breaking tip)

27%

Refilled after outreach,  
despite indicating no intent  
to do so

## Challenge

- Increase refills for diabetes and heart disease medications.
- Many members were known to have convenience barriers to completing the refill.
- Increase quality of care and health outcomes.

## Solution

- Leveraged Welltok's Medication Adherence solution to create outbound call refill reminders.
- Reminded members about past due statin refills, and provided education about the importance of their statin medication.
- Improved clinical and administrative efficiency with transfers to fill or talk to a nurse.

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