

Quality Assurance and Patient Safety Programs

Group Health Incorporated's (GHI) Medicare Part D plans maintain and administer Quality Assurance (QA) programs that identify and notify dispensing pharmacists of drug interactions and/or other selected safety issues at the time of prescription dispensing. In addition, GHI's Medicare Part D plans maintain and administer QA programs for notifying members and/or prescribers about safety issues and/or issues related to drugs on the US market. Issues identified include but are not limited to voluntary and FDA-required withdrawal from the market.

Examples of Safety Issues identified by the QA and Patient Safety Programs

- **Age (Geriatric):** Screens the drug to determine if there is a geriatric precaution associated with the medication.
- **Drug Interaction:** Screens the drug to determine if an adverse interaction exists if the drug was taken together with another medication in the patient's history.
- **Drug Disease Interaction:** Screens the drug to determine if the drug will worsen any of the member's existing medical condition(s).
- **Drug Gender:** Screens the drug to determine if the medication has a precaution for a particular gender.
- **High Dose:** Screens the drug to determine if the medication is being filled above maximum daily dose value.
- **Addictive Substance/Long-Term Hypnotics:** Screens the member's profile to determine if the member is utilizing controlled substances and/or long-term hypnotics appropriately.
- **Underutilization:** Screens the drug to determine if the medication's daily dosage may be insufficient to provide a therapeutic effect.
- **Medication Duplication:** Screens the drug to determine if the same medication already exists in the patient's history.
- **Therapy Duplication:** Screens the drug to determine if a similar drug in the same therapy category already exists in the patient's history.

If you have any questions on the QA and Patient Safety programs, please call Express Scripts Customer Service toll free at 1-800-585-5786, 24 hours a day, 7 days a week. TTY users can call 1-800-899-2114.

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