



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

KAREN KIMSEY
DIRECTOR

SUITE 1300
600 EAST BROAD STREET
RICHMOND, VA 23219
804/786-7933
800/343-0634 (TDD)
www.dmas.virginia.gov

[Date]

Ref: [study id]

A Medicaid quality improvement study on medication adherence

Dear Medicaid member:

Virginia Medicaid always strives to improve your quality of care. This involves evaluating how to best promote your health, including your medication adherence. Adherence means taking medication the way it is prescribed, and it is important for staying healthy. We are asking for your partnership in learning more about members' medication adherence. We hope you will think about partnering with us.

Virginia Commonwealth University (VCU) is evaluating member medication adherence on behalf of Virginia Medicaid. The Virginia Department of Health and University of Virginia are also partners. The Centers for Disease Control and Prevention and the National Institutes of Health are working with our team as well. The evaluation has ethics approval. This means the evaluation follows regulations about member rights, privacy and confidentiality.

Your health information can be included in the evaluation if you have had a prescription that was not filled as expected. The prescription must be for certain health conditions. Information about filled prescriptions comes from Medicaid records. Your health information will only be used if you consent to its use in the evaluation.

We welcome the opportunity to tell you more. Program staff will call you in the next two weeks. During the call, you will be asked to confirm your identity. This is to protect your privacy. You will also be able to ask questions. You may contact the evaluation team at any time to learn more. Email john.morgan@dmas.virginia.gov or call 804-786-7933 for details.

Thank you for learning about our ongoing efforts to improve your quality of care and promote your health. We look forward to partnering with you.