



# COMMONWEALTH of VIRGINIA

*Department of Medical Assistance Services*

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Ref: [identity id]

## **A Medicaid quality improvement study on medication adherence**

Dear Medicaid member:

You were recently contacted by Virginia Medicaid about an innovative program to promote your health. This letter describes the program. Virginia Medicaid is evaluating a new program on medication adherence. Adherence means taking medication the way it is prescribed and it is important for staying healthy. We are asking for your partnership with this program. We hope you will think about participating.

The program will ask about problems with taking prescriptions. Program staff will refer members to support services that address problems with adherence. Support services will come from many sources. These might be your insurance plan, your provider, your pharmacy, or the community. You will always be able to choose whether you would like to receive a referral or a support service.

Virginia Commonwealth University (VCU) is our partner implementing the study on behalf of Virginia Medicaid. Virginia Department of Health and University of Virginia are study partners. The Centers for Disease Control and Prevention (CDC) and the National Institutes of Health are working with our team as well. The study has received ethics approval. This means the study follows regulations about participant rights, privacy, and confidentiality.

You can participate if a prescription is not filled when expected. This information comes from Medicaid records. The prescription must be for certain health conditions.

We would like to tell you more about the program. Program staff will call you again in the next two weeks. You will be asked to confirm your identity. This is to protect your privacy. You will be asked to confirm your identity using the ID above. You will also be asked to confirm your identity using your name and birth date. A team member will tell you more about the study, and you can also ask questions. You may contact the study team at any time to learn more. Email [study email address] or call [study phone number] for details.

Thank you for learning about our program. We look forward to partnering with you to improve your quality of care.