

With MRx Cares, offered exclusively through our specialty pharmacy, specially-trained professionals work with your members to ensure they understand their therapy, help manage side effects, identify potential drug interactions, improve outcomes, and increase their overall quality of life.

- Asthma
- Bleeding Disorders
- Cardiovascular
- Cystic Fibrosis
- Hepatitis C
- Human Immunodeficiency Virus (HIV) and Pre-Exposure Prophylaxis (PrEP)
- Multiple Sclerosis
- Oncology
- Osteoporosis
- Rheumatoid Arthritis and Inflammatory Conditions
- Solid Organ Transplant

MRx CARES MEMBER

How it works

Members receiving a specialty medication for a chronic condition through our specialty pharmacy are automatically enrolled in MRx Cares. We use motivational interviewing techniques designed to help enhance the member's understanding of their condition and treatment plan, mitigate barriers, and improve outcomes.

- Support from a team of specially-trained professionals
- Connect through phone, text, email, or video chat
- Help in overcoming emotional barriers
- An enhanced understanding of their condition
- Assistance in setting achievable healthcare goals
- Education on the appropriate use of medications
- Access to community resources and assistance programs
- The ability to set monthly refill reminders



MRx Cares Program Results*



51%

OF NEW PATIENTS
WERE ENGAGED IN
MRx CARES



80%

OF PATIENTS ENGAGED
IN MRx CARES ACHIEVED
OR MAINTAINED > 85%
ADHERENCE



MRx CARES ACHIEVED
AN EXCELLENT NET
PROMOTER SCORE OF

65

Want to learn more? Connect with us!

magellanrx.com mrxinquiries@magellanhealth.com
[in](#) Magellan Rx Management [t](#) Magellan Rx [i](#) Magellan Rx

1. Dowd, Maryann. "The Role of Specialty Pharmacy in Medication Adherence." Specialty Pharmacy Times, 15 Aug. 2016, www.specialtypharmacytimes.com/publications/specialty-pharmacy-times/2016/july-2016/the-role-of-specialty-pharmacy-in-medication-adherence.

* 2020 results. Adherence rates are calculated for the MRx Cares program using proportion of days covered (PDC), NPS stands for Net Promoter Score which is a metric used in customer experience programs.