

DHS-Certified Medication Adherence Vendors

The Department of Health Services issued a Request for Information (RFI) to learn more about medication dispensing devices. DHS invited representatives of interested qualified vendors to share information with the Department about their products. Based on the information from the RFI, the Department set criteria that vendors would need to meet to be certified by the Department to provide medication adherence devices to the Department's targeted populations.

Following is an overview of the basic features of a medication adherence dispensing device:

- Medications are loaded into these devices; which typically hold up to a month's supply of prescribed drugs;
- The device visually and audibly notifies the person when it is time to take their medication;
- Medications are dispensed at the correct time of day, in correct combinations, in correct quantities, and with correct instructions (e.g., take with food); and
- Some devices send warning alerts to caregivers over the phone, continuously tracks medication adherence, and provide data for care management.

To be certified by DHS, vendors must have/provide all of the following

- An associated unique National Provider Identifier (NPI).
- Been in use in consumer homes or institutional settings for at least 2 years.
- A mechanism to provide automated feedback to a family member/caregiver when a patient misses a medication dose, when the battery is low, or when the unit is jammed. If the patient does not take the medicine within 30-90 minutes of the prescribed time, a call center would be notified. The call center representative will call the patient to remind them to take their medicine. If the representative does not get a response from the patient, the representative will call a caregiver or medical contact to ensure adherence.
- Competent staff with the ability to train family members/caregivers on use of the device within one week of contact by an MCO, member or caregiver.
- Adequate number of knowledgeable staff to provide technical assistance, trouble shooting and repairs. In the event that staff cannot resolve the issue by phone, the vendor would contact the caregiver or subscriber within 24 hours of submitting a service request to schedule an appointment.
- System features that are simple to use, load, program, and change with addition/deletion of prescriptions.
- A rental option including installation and training. (Purchase options did not satisfy this requirement.)
- System communications that operate on electricity and a land line telephone. (Infrastructure requiring Internet, cellular phones and WiFi did not satisfy this requirement.)
- The capability to centrally generate de-identified medication compliance data to DHS or MCOs in order to track any medication non-compliance records.
- The ability to function throughout the state of Wisconsin.

- The capacity to support individuals with complex medication regimes.
- The ability of a single device to dispense more than 10 different medications, and up to four doses per day.

Following is a list of vendors that submitted and met the benchmarks of the DHS RFI process.

Philips Lifeline

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