

Closing the Gap Between Prescribing and Outcomes

Inform and accelerate decisions that keep patient care and performance on track

Medication adherence drives quality performance, shared savings, and total cost of care. Yet without a signal that therapy never begins or breaks down, care teams cannot intervene.

Arcadia powered by Surescripts delivers leading indicators of medication risk embedded directly within enterprise population health workflows. Organizations gain earlier visibility into initiation and persistence and the ability to act before performance declines.

27% of new prescriptions are never filled¹

Features



First-Fill Abandonment signal when a prescription is not picked up

Dispensed medication history with up to 12 months of refill activity, including cash pay

Embedded into registries, patient records, and dashboards within Arcadia

National medication network coverage across pharmacies, PBMs, and health plans

Benefits



Identify primary nonadherence before quality scores and utilization metrics are impacted

Detect emerging refill gaps and reduce false nonadherence flags caused by claims-only data

Operationalize medication intelligence inside existing workflows without adding a new system

Strengthen completeness and reliability of adherence insight to support risk stratification and contract performance

Impact

Protect Star Ratings and HEDIS performance

Improve shared savings outcomes

Reduce avoidable emergency visits and readmissions

Allocate care management resources more efficiently

Two Complementary Solutions Across the Medication Lifecycle

Initiation: When Therapy Never Starts

Surescripts First-Fill Abandonment

1. Intervene immediately when a prescription is not picked up to prevent downstream complications
2. Address affordability, prior authorization, payer rejection, or patient confusion barriers before utilization escalates
3. Protect quality performance tied to value-based contracts and shared savings arrangements
4. Prevent avoidable emergency department visits and readmissions associated with medication abandonment

Improved first-fill adherence has been associated with modeled cost avoidance of approximately \$3.00 per member per month²

Continuity: When Therapy Breaks Down

Surescripts Medication History for Populations

1. Detect emerging refill gaps before quality metrics or cost trends reflect the impact
2. Reduce false nonadherence flags caused by cash pay or benefit gaps
3. Focus care management outreach on patients at genuine risk
4. Inform risk stratification using longitudinal medication behavior
5. Monitor adherence trends across panels, service lines, and attributed populations

Improved medication adherence drives cost savings of \$0.58 per member per month—even after accounting for increased prescription spend²

Operational Impact for Care Teams

Embedded directly within Arcadia's registries, patient records, and dashboards, medication intelligence enables care teams to:

Receive prioritized worklists based on real initiation and refill signals

Align outreach to risk, diagnosis, and care plan

Understand medication behavior within full clinical context

Track improvement across populations tied to contract performance

First-Fill Abandonment

Name	DOB	Prescriber	Days Until Fill	Drug Name	Date Written	Days Supply
WILSON, ROSA	06/02/1936	Vargas, Daniel	3	Valproate	04/19/2025	0
MAJERIK, KAREN	04/18/1958	Baker, Mitchel	81	Valproate	05/04/2025	80
DEWHA, MICHELLE	04/22/1967	Gregory, Todd	81	Simvastatin	04/22/2025	80
HADENBUCH, MELINDA	08/16/1955	Kalb, Eric	81	Reprostatin	04/22/2025	80
IVANKOVICH, SHARNE	02/13/1976	Nguyen, Huy				
SCHRYVER, GABRIEL	10/10/1967	Reese, J				

Medication History for Populations

INTE: Core, Med, Clinical, Medications

RECENT FULL 6 MONTHS AGO:

- First started: 06/16/2025 16 months ago
- Recent ID: 06/16/2025
- Quantity: 80
- Supply: 80 days
- MD: 20%
- Display: 8

Category: Cardiovascular Agents

Subgroup: HMG CoA Reductase Inhibitors

Prescriber: MAJERIK, KAREN (04/19/2025)

No Number:

NDC: 3047996078

Pharmacy: CVS PHARMACY INC, NCPOR 107804332, JCS CAPITAL IT, SALLAM, MA US, WPS 100-0000

INACTIVE

RECENT FULL 7 MONTHS AGO:

Medication: Agonists

INACTIVE

INACTIVE

¹ IQVIA Institute, "Understanding the Use of Medicines in the U.S. 2025," April 2025

² Surescripts analysis of e-prescribing and fill data January-August, 2025