

# Pyx Health loneliness solution increases medication adherence



## A challenge with no easy solution

Medications only help the patients who take them. Yet 40-50% of patients prescribed medications to treat chronic conditions such as diabetes, heart disease or respiratory issues don't adhere to their treatment plans. This results in about **100,000 preventable deaths and \$100 billion in unnecessary medical costs every year**. Pyx Health has found that treating loneliness removes barriers that keep members from accessing the medication they need.

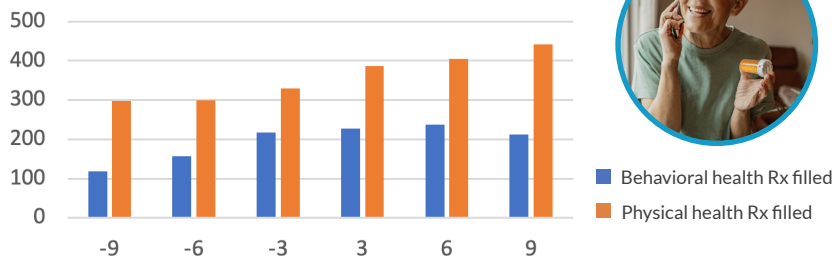
## THE DATA: Inpatient and ED visits down, pharmacy costs up

A recent analysis by a Pyx Health Medicaid client shows that among their members who used the Pyx Health platform for at least a year, inpatient and emergency department costs went down. In the same period, pharmacy costs rose in a cohort of their clients. Why?

**Members were consistently filling their prescriptions month after month, leading to better health outcomes.**

Pharmacy spending increased in the 270 days following the introduction of Pyx Health compared to the 270 days before, for both physical health and behavioral health medications.

### Rx fills pre-and post-Pyx Health use (months)



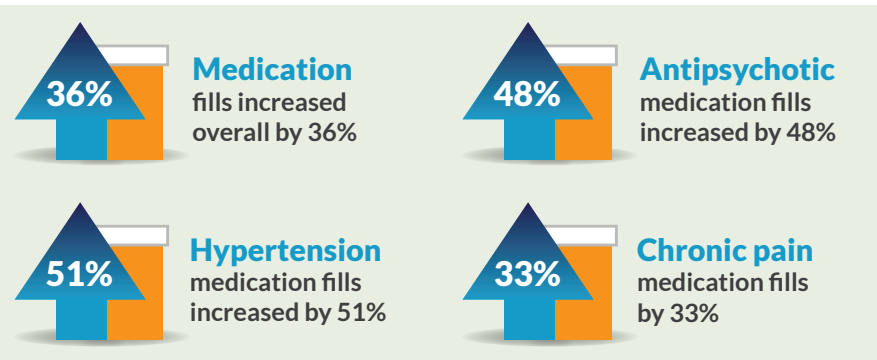
## Pyx Health helps by combating loneliness

Loneliness is frequently at the root of the conditions that keep people from engaging in their health care and taking their medications. Barriers like housing instability, poor health literacy, and lack of transportation are linked to loneliness, as are depression, denial, and lack of motivation. By identifying lonely members and reaching out to them with companionship, we build trust and are able to uncover and resolve social determinant of health (SDOH) needs in the moment.

## Personal connections uncover barriers

We've analyzed the language our members use in their calls with our staff and found that our members frequently discuss medication in conjunction with loneliness and SDOH needs, like transportation, challenges navigating authorizations and lab work, or co-pays for off-formulary medication. Members use words like immediate, overwhelmed, and stressed.

**In over 900 referrals Pyx Health sent to health plan partners, more than 30% mentioned a barrier to filling or taking medication, either paired with another SDOH need or alone.**



## How does Pyx Health work?

Pyx Health meets your members where they are. Our trained and certified Compassionate Support Center staff are overseen by a licensed clinician. They reach out to members, addressing loneliness and identifying SDOH needs, often long before they would be discovered by a health care provider or reflected in a claim. On average, we reduce loneliness by at least 60%.

Staff help members navigate health care resources and connect members to help available in their community. Staff work in tandem with the Pyx mobile app, which gives members constant access to health resources, engaging self-help activities, our empathetic chatbot Pyxir, and reminders for medication and other actions. 67% of our members report that Pyx Health made them feel more connected to their health plan. Increased engagement with their own health care resolves a litany of health issues for our member and leads to cost savings for insurers. **Visit [pyxhealth.com](https://www.pyxhealth.com) to learn more.**