

Paper Clip – Hyperlipidemia Statins Medication Adherence

Description:

Hyperlipidemia is the name of a condition where there is an abnormally high level of cholesterol (waxy substance found in cells) and triglycerides (a type of fat) in the blood. These high levels can block or narrow arteries and put members at risk for heart attacks, strokes, and peripheral artery disease (decreased blood flow, especially to the legs).

Causes:

Many factors can affect the cholesterol levels in your blood. These can include:

- Diet (some foods have fats that raise your cholesterol level such as animal fats, saturated fats, and trans-fats).
- Lack of physical activity
- Being overweight
- Smoking
- Inherited through your family genes in some cases

Diagnostic Tests:

Your doctor will diagnose high blood cholesterol by checking the cholesterol levels in your blood. A blood test called a lipid blood panel can measure your cholesterol levels. Before the test, you'll need to fast (not eat or drink anything but water) for 9 to 12 hours.

Conversation with Member:

1. Case Manager/Care Coordinator

- **General opening:** "According to the information I have, it looks like you are on a medication for high cholesterol. How are things going with taking this medication?"
- **Offer Information:** "Can we take a few minutes to talk about high cholesterol and how important it is to take your medication(s) to lower the level?"
- **Get more specific:** "Based on your cholesterol tests, your doctor has prescribed XXXX (med list below). Do you have any barriers in taking that medication?"
- **Lifestyle impacts:** Along with taking your medication regularly, you can also lower your cholesterol by:
 - Eating less food with cholesterol, saturated fat, and trans fats
 - Exercising more often
 - Don't smoke and limit alcohol
- **Medical Treatment:** "High blood cholesterol is treated with lifestyle changes and medicines called **statins**. The main goal of treatment is to lower your low-density lipoprotein (LDL) cholesterol level enough to reduce your risk for coronary heart disease, heart attack, and other related health problems. Talk with your doctor about lowering your cholesterol, and your risks."
- **Review the member's plan of action:** "What is your plan around ensuring that you are taking your medications to lower your cholesterol?"

Medication List (not all inclusive):

Atrovastatin (Lipitor)
Lovastatin (Altoprev, Mevacor)
Fluvastatin (Lescol)
Pravastatin (Pravachol)
Pitavastatin (Livalo)
Simvastatin (Zocor)
Rosuvastatin (Crestor)

2. Customer Service

- **General opening:** “According to the information I have, it looks like you have been diagnosed with hyperlipidemia (high cholesterol). Have you been prescribed medicine to help lower your cholesterol?” – If yes, see next bullet. If no: “We recommend you speak with your provider about your high cholesterol and see if you should begin taking medications to lower it.”
- **Offer Information:** “Since you’re on medications, I just want to remind you how important it is to take your medicine as directed by your provider and how it’s listed on your medication bottles to help prevent other serious health problems. Your provider can give you more information on this.”
- **Get more specific:** “Make sure to let your provider know if you have any barriers with both getting your medications and taking that medication.”
- **Lifestyle impacts:** Along with taking your medication regularly, you can also lower your cholesterol by:
 - Eating less food with cholesterol, saturated fat, and trans fats,
 - Exercising more often
 - Don’t smoke and limit alcohol
- **Medical Treatment:** “High blood cholesterol is treated with lifestyle changes and medicines called **statins**. The main goal of treatment is to lower your low-density lipoprotein (LDL) cholesterol level enough to reduce your risk for coronary heart disease, heart attack, and other related health problems. Talk with your provider about lowering your cholesterol, and your risks.”
- **Review the member’s plan of action:** “We recommend that you talk to your provider about any questions or concerns you have about your high cholesterol and the medication you are taking for it.”

List below is for reference in case the member says what they are taking:

Medication List (not all inclusive):

Atrovastatin (Lipitor)
Lovastatin (Altoprev, Mevacor)
Fluvastatin (Lescol)
Pravastatin (Pravachol)
Pitavastatin (Livalo)
Simvastatin (Zocor)
Rosuvastatin (Crestor)

References:

National Heart, Lung, and Blood Institute: <http://www.nhlbi.nih.gov/health/health-topics/topics/hbc>
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