



# COPE Program

## Chronic Opioid Pain & Education

***Do you feel that your workplace has been impacted by opioid usage? If so, you're not alone.***

### National opioid crisis is impacting more employers than ever

**75% of U.S. employers say their workplace has been directly affected by opioid usage** but only 17% feel well prepared to deal with the issue, according to a 2019 National Safety Council survey. Employees' prescription drug use impacts companies through injuries, accidents, overdoses, and absenteeism, among other factors, and workplace overdose deaths involving drugs or alcohol have increased by at least 25 percent for five consecutive years.<sup>1</sup>

**100 million individuals in the U.S.** are estimated to suffer from chronic pain, and for some, treatment with opioids may be appropriate. Unfortunately, many patients who use long-term prescription opioids will eventually develop a substance use disorder.

**For more information and to enroll in the program, contact FCH Sales at 800-257-1185, or your designated FCH Account Executive.**

### FCH COPE Program: Chronic Opioid Pain and Education

This program was developed by the First Choice Health (FCH) Medical Management team to address the current health crisis, and bring our extensive clinical knowledge and resources to support a healthy workforce population for our clients. The two parts of the program include **data analysis and identification**, and **member outreach**. See page 2 for more details.

#### How it works:

STEP 1: FCH uses Bree Opioid Prescribing Metrics and Pharmacy data to identify members prescribed chronic opioids and sedatives (more than 60 days of opioids in one quarter).

*Members on hospice or with a cancer diagnosis will be excluded from the program. Members already on opioid replacement therapy will also be noted.*

STEP 2: FCH Medical and Behavioral Health Case Managers will reach out to identified members and offer an assessment of their prescription usage and overall health, and provide education and assistance in locating alternative pain management and local treatment providers. Members may also be directly referred to this program.

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## Data Analysis Using Bree Collaborative Metrics

In 2016, the Bree Collaborative in Washington State convened a workgroup that developed opioid prescribing metrics to help implement opioid guidelines and standardize comparisons between populations. The metrics were designed to have a strategic focus and to be used for quality improvement.

First Choice Health has implemented those metrics to provide a population health report for our clients. This report is made possible by running the client's Pharmacy Benefit Management (PBM) data through advanced analytics using the nine Bree Collaborative Opioid Prescribing Metrics listed below. Metric 2 and 3 are the key indicators for members referred into the COPE Program.

- Metric 1: Patients prescribed any opioid by age group
- Metric 2: Patients prescribed chronic opioids (60 days of opioids in one quarter)
- Metric 3: Patients prescribed chronic opioids and sedatives
- Metric 4: Patients prescribed high-dose chronic opioids among patients prescribed chronic opioids
- Metric 5: New member's day supply of first opioid prescription
- Metric 6: New opioid patients subsequently prescribed chronic opioids
- Metric 7: Opioid overdose deaths
- Metric 8: Non-fatal overdose involving prescription opioids
- Metric 9: Patients prescribed chronic opioids who have an Opioid Use Disorder diagnosis

## Member Outreach Using FCH Case Management

Medical and Behavioral Health Case Managers will outreach (telephonic or through mailing) to identified members and offer assessment, assistance, and education.

### Medical Case Managers

- Completes an assessment with the member to determine if issues are chronic pain vs. actual opioid use disorder, with the ability to hand off to Behavioral Health
- Works with the member to assess the safety and effectiveness of pain treatment
- Works with the member on alternatives to narcotics for pain management, when appropriate
- Provides education on expectations around pain, and that being totally pain free may not be achievable
- Supports the member in the goal of full participation in activities of daily living, such as work, family, and social involvement

### Behavioral Health Case Managers

- Works with the member with opioid use disorder on treatment preferences as indicated
- Assists the member in locating in network chemical dependency providers
- Refers the member to providers using evidence-based treatment

(800) 257-1185



[www.fchn.com](http://www.fchn.com)



#### References:

1. <https://www.nsc.org/in-the-newsroom/poll-75-of-employers-say-their-workplace-impacted-by-opioid-use>