



The Role of Pharmacy Personnel in Assisting Medicare Beneficiaries with Limited Income and Resources

Dr. Salisa Westrick

Recorded Webinar



PROGRAM OVERVIEW

The C.A.R.E.S. continuing education programs are designed for Alabama pharmacists and pharmacy technicians to provide an overview of Medicare and the roles of the Aging and Disability Resource Centers (ADRCs) with the primary goal to help pharmacists and pharmacy staff effectively and efficiently assist Medicare beneficiaries. All of our CE programs are funded by the Alabama Department of Senior Services (ADSS) and the U.S. Administration for Community Living. They are made available to pharmacists and technicians in Alabama at no cost. The programs are developed by [Dr. Salisa Westrick](#), Professor of Health Outcomes Research and Policy in collaboration with the Alabama Department of Senior Services. There is no registration fee for this program.

Following registration, participants will have access to course instructions, updates, presentations, recorded webinar, program evaluation, CE certificates and credits, etc. **This recorded program is approved for 3.0 ACPE Contact Hours, .3 CEUs.** Once credit is awarded, transcripts will be available online within 24 hours on the learner's CPE Monitor profile at <http://nabp.pharmacy/>.

The Office of Alumni and Professional Affairs strongly encourages each participant to check their profile online within 60 days of attendance to ensure credit has been awarded properly. ACPE will not accept CE submissions after 60 days from the live seminar date.

This project was supported, in part by a grant from the U.S. Administration for Community Living, Department of Health and Human Services.

TARGET AUDIENCE

This knowledge-based program is intended for Pharmacists (ACPE) and Pharmacy Technicians (ACPE).

LEARNING OBJECTIVES

1. Describe the four parts of Medicare, including Medicare coverage, eligibility requirements, enrollment process and cost-sharing mechanisms
2. Explain how Medicare beneficiaries sign up for or change Medicare Advantage and Medicare Prescription Drug Plans
3. Identify Medicare beneficiaries' barriers to selecting a prescription drug plan or a Medicare Advantage Plan
4. Discuss the need to assist Medicare beneficiaries with limited income
5. Identify federal and state programs available for Medicare beneficiaries with limited income and their eligibility requirements
6. Describe the role of the Alabama Department of Senior Services (ADSS) and the Aging and Disability Resource Centers (ADRCs)
7. Describe the impact of the Inflation Reduction Act of 2022 on prescription drug provisions for Medicare beneficiaries
8. Explain how pharmacists and technicians can be involved in assisting Medicare beneficiaries, especially those who have limited income

ACTIVITY COMPLETION REQUIREMENTS

To complete the steps for CE credit, each attendee will be required to access and review program materials located within the online course, view the recorded Zoom webinar, complete the quiz and program evaluation within the online course, and claim credit within the course. Please contact hcopce@auburn.edu if you have any questions or needs related to this online CE program.

FACULTY DISCLOSURES

Programming in with AUHCOP is in any way involved, whether as sole provider or joint-providership, shall exhibit fair content balance, providing the audience with information of multiple perspectives from which to form a professional opinion. In addition, the fair balance will assure that information provided does not discuss a commercial product. Brand names of all products included in the content may be mentioned for identification purposes only. Presenters in any continuing education offering will acknowledge and disclose any affiliation with the provider and such information will be made available to the audience.

Faculty disclosures will also be included on an introductory slide during the presentation. Dr. Westrick has no actual or potential conflict of interest in relation to this program.

ACCREDITATION INFORMATION



The Auburn University Harrison College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider for continuing pharmacy education; credits are recognized nationwide. The Universal Activity Number for this knowledge-based program is **0001-9999-23-027-H04-P/T** and is intended for pharmacists and pharmacy technicians. The initial release date for this program is July 5, 2023, and the intended expiration date is July 5, 2026.

PROGRAM FACULTY

Dr. Salisa Westrick

Education

Ph.D., Social and Administrative Sciences in Pharmacy, University of Wisconsin-Madison, Madison, WI
M.S., Training and Development, Department of Technology, Illinois State University, Normal, IL
B.S. in Pharmacy, Faculty of Pharmaceutical Sciences, Bangkok, Thailand.

Research Interests

The goal of my research program is to improve the quality of health care and patient health outcomes through promoting the uptake of evidence-based innovations into practice. Using organizational theories and implementation science principles, I have studied the adoption, implementation and evaluation of various types of healthcare innovations. While much of my research experience is focusing on the adoption of immunization services in community pharmacies, concepts related to adoption and implementation of innovations are transferrable and applicable to other organizations and other innovations including biometric screening, naloxone dispensing, Immunization Information Systems, and medication therapy management services. I have worked with researchers in the Southeastern United States to develop and maintain Rural Research Alliance of Community Pharmacies or RURAL-CP. RURAL-CP is the first multi-state practice-based research network developed exclusively for rural community pharmacies. See <https://ruralcp.web.unc.edu> for more detail about the network.

In the area of pharmacy-based immunization services, my work has spanned from adoption to sustainability to abandonment of immunization services. Currently, I partner with the National Community Pharmacists Association (NCPA) through the contract from the Centers for Disease Control and Prevention (CDC) to enhance the implementation of immunization standards among community pharmacies. I also continue working with an industrial partner to advance pharmacists' role in immunization services.

Another area of my research is to increase access to care among Medicare beneficiaries with limited income. Since 2013, I have partnered with Alabama's State Health Insurance Assistance Program to implement a Medicare outreach program by offering student-facilitated enrollment events for Medicare beneficiaries. Over 500 students have participated in this program over the years. Further, through funding from Alabama Department of Senior Services, I am leading a program to increase the number of Medicare beneficiaries who enroll in low-income subsidy programs by creating a referral network between community pharmacies and state-wide Aging and Disability Resource Centers.

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Members of the Post-Graduate Education Advisory Committee have completed a conflict-of-interest disclosure form and have no actual or potential conflicts of interest in relation to this program.

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