

Provider Bulletin

HEDIS® News You Can Use

Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)



Importance of the SAA measure

Nonadherence to treatment with antipsychotics is common for people with schizophrenia and is a significant cause of relapse.

This bulletin offers information on any measure changes, best practice suggestions, links to codes, and free resources.



Measure requirements

For persons 18 and older with schizophrenia or schizoaffective disorder who were dispensed and **remained** on an antipsychotic medication for **at least 80%** of their treatment period.

For more detailed measure info, go to [MC Gap Closure Reference Guide](#)



Coding information

SAA measure compliance is captured via pharmacy claims for long-acting injections and oral antipsychotic medications.

For up-to-date, measure specific codes and medications, go to [MC Gap Closure Reference Guide](#)



Common reasons for Gaps in Care

Interference with consistent medication adherence due to:

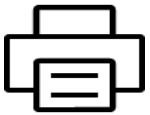
- side effects
- lack of insight, negative perceptions
- stigma
- perceived recovery
- lack of support, follow-up
- substance abuse
- missed refills, missed appointments

For members assigned but choosing not to establish care, go to [MC PCP Change Request Form](#)



Engagement strategies for mental health support

- **Peer support:** Connect members with trained peers or case managers for guidance and help navigating challenges.
- **Digital tools:** Use apps, text reminders, and virtual check-ins to keep members engaged.
- **Family involvement:** With consent, educate caregivers to reinforce medication adherence and provide support.
- **Community partnerships:** Collaborate with local organizations or faith leaders for extended outreach.
- **Personalized plans:** Create tailored care maps and recovery coaching to meet individual needs.



Great resources

[National Alliance on Mental Illness](#)

[AHCCCS OIFA Empowerment Tools](#)

**Thank you for the care you provide
to our members**



Best Practices

Tips to improve results

1. **Outreach:** Use care coordinators to contact members before refill dates and monitor adherence.
2. **Education:** Review benefits, side effect management, relapse prevention, and metabolic monitoring.
3. **Intervention:** Promptly address potential side effects, such as extrapyramidal symptoms (EPS), weight gain, and metabolic syndrome.
4. **Simplify access:** Prescribe 90-day supplies when appropriate; consider long-acting injectables for adherence challenges.
5. **Pharmacy collaboration:** Coordinate auto-refills, reminders, delivery options, and track gaps > 30 days.

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