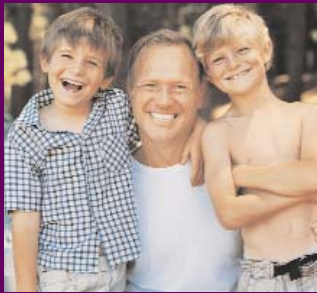


ScriptAssist

News

June 2006
Volume 1



Let **ScriptAssist** help identify patients that would benefit from increased prescription compliance with your medications!

Identified patients receive personal contact from a **ScriptAssist** registered nurse who is specifically trained to assess the patient's risk for medication nonadherence. **ScriptAssist** nurses then intervene with psychological and/or motivational interviewing techniques that improve the patient's medication compliance.

Positive results are seen promptly, with an expected increase in compliance of 45%. By carefully supporting initial prescription fulfillment and continuing refills, **ScriptAssist** generates enhanced patient and physician satisfaction, while extending the average length of prescribed treatment among enrolled patients.

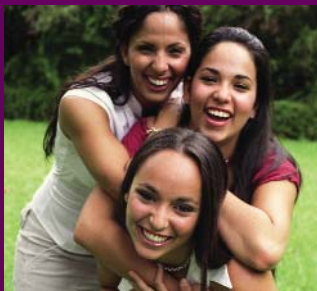
To learn more, please visit www.scriptassistllc.com or contact **Bob Tomek** at **(314) 308-5240** or rtomek@centene.com.

ScriptAssist offers the following results:

- **Increased first fills** of new prescriptions by targeting patients as the physician writes the script
- **Increased average length of treatment** through targeted interventions resulting in increased patient prescriptions per year (varies by drug class)
- **Improved patient education and self-management** through focused outreach education resulting in greater patient compliance and satisfaction

ScriptAssist offers the following value-added services:

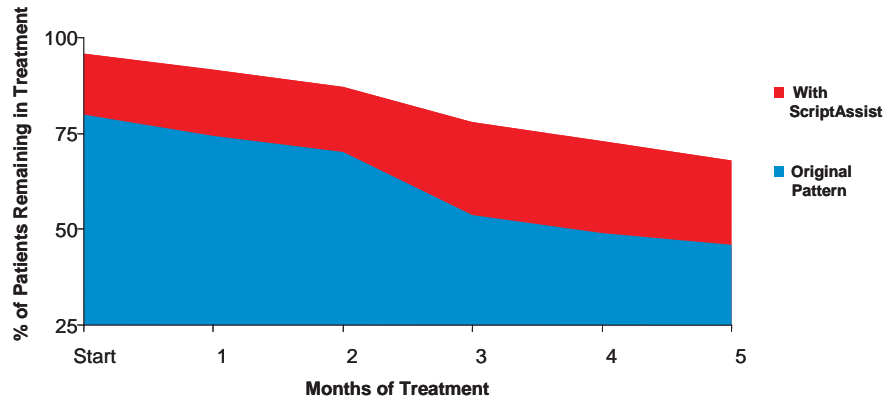
- Reduction in the number of patients who drop out of treatment prematurely
- Reduction in the number of patients who switch their prescription to a different product
- Motivational interviewing for patients who are unsure about their treatment
- Assertiveness intervention for patients who have difficulty communicating with their doctors and/or caregivers



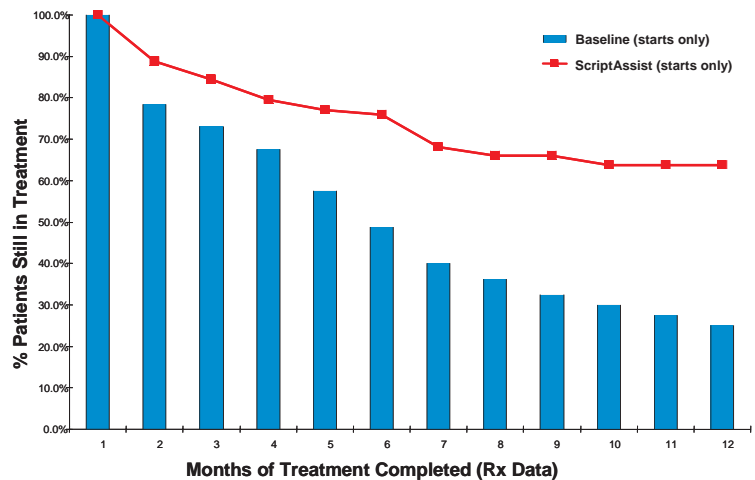
ScriptAssist

Program Results

Pelvic Pain Patients



Osteoporosis Patients Who Started Treatment



Patient Satisfaction

- 95.9% of patients are satisfied with the quality of healthcare information services provided by the nurse
- 97.4% of patients thought their nurse was knowledgeable and answered their questions in a way they understood
- 96.0% of patients agreed that the health instruction they received met their expectations
- 88.4% of patients believe that the **ScriptAssist** program helped them find ways to tolerate or deal with side effects without switching medications

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www.scriptassistllc.com

ScriptAssist
A CenCorp Health Solution™