



Inland Empire Health Plan

PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

Date

IMPORTANT NOTICE: INSULIN MISUTILIZATION

Dear IEHP Provider,

Insulin misutilization is a problem where IEHP Members are not filling their insulins appropriately. Insulin underutilization is seen when IEHP Members do not fill their insulins at the appropriate time of when the refill is due, which can lead to increase in Diabetes symptoms, increased hospitalizations, and inappropriate Diabetes medication changes by providers. Insulin overutilization is seen when IEHP Members fill multiple or duplicate insulins at similar times, for example, when a member fills a prescription for an insulin vial and an insulin pen with the same classification.

	UNDERUTILIZATION	OVERUTILIZATION
Potential reasons for misutilization	<ul style="list-style-type: none">• Medication adherence issues• Insulin rationing• Fear of needles• Limited/no education on insulin	<ul style="list-style-type: none">• Filling insulins at multiple pharmacies• Seeing multiple Providers (e.g., PCP and urgent care)• Limited knowledge of the different types of insulin
Potential risks of misutilization	<ul style="list-style-type: none">• Hyperglycemia• Hospitalization/ ER visits• Uncontrolled Diabetes	<ul style="list-style-type: none">• Hypoglycemia• Hospitalization/ER visits• Duplicate therapies

Please assess your Members' diabetes regimen to ensure insulin is utilized appropriately. Remember to address the following when evaluating insulin utilization:

- **Medication adherence**
- **Insulin duplication of therapy**
- **Multiple providers/pharmacies**
- **Insulin knowledge/education**

Please contact us with any questions or concerns at (909) 890-2049 between 8:00 AM – 5:00 PM on IEHP business days. Thank you for your attention to this matter.

Sincerely,
IEHP Pharmaceutical Services