



# NETWORK *Notification*

**Notice Date:** 05/06/2026  
**To:** HAP CareSource™ MI Coordinated Health (HMO D-SNP) Providers  
**From:** HAP CareSource  
**Subject:** HAP CareSource Launches RationalMed® Program  
**Effective Date:** 05/06/2026

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## HAP CareSource Launches RationalMed® Program

Effective this Spring 2026, HAP CareSource, in partnership with our PBM, Express Scripts, is implementing the RationalMed® Program to provide actionable, timely medication safety information to support the care relationship, patient safety, and quality outcomes for HAP CareSource MI Coordinated Health members. RationalMed® technology evaluates each member's medical claims, pharmacy claims, and available lab data against continuously updated, evidence-based clinical rules to identify potential medication-related risks and gaps in care. When a potential issue is identified, prescribing providers and pharmacists may receive notifications for review and consideration.

Prescribing providers and pharmacists will receive notification when a potential patient safety issue is identified. This information is offered for consideration in making treatment decisions for HAP CareSource members.

Notifications may include:

- Alerts to prescribing providers/offices via FAX, EHR, or mail.
- Alerts to pharmacies/pharmacists at the point-of-service in the pharmacy claims processing system.

Also attached for your reference:

- An alert example
- RationalMed FAQ

### Questions?

- If you have questions about a RationalMed® alert, please call Express Scripts at 1-800-717-6630, anytime between 9:00 A.M. and 5:30 P.M. Eastern Time (ET) Monday through Friday.
- For all other questions, please call the HAP CareSource MI Coordinated Health Provider Services at **1-833-230-2159** between 8:00 A.M. and 6:00 P.M. ET, Monday through Friday.

H4193\_MI-SNP-P-5500276\_C

# Letter Example:

**EXPRESS SCRIPTS®**

**Confidential Patient Information**  
**IMPORTANT PATIENT SAFETY and HEALTH CONSIDERATION**

September 18, 2015  
 From: Express Scripts  
 115 Tabor Rd  
 Morris Plains, NJ 07950

To: JOHN Q SAMPLE  
 123 ANYSTREET  
 SUITE 1  
 PARSIPPANY, NJ 07054-2159

**Please Review:  
 Safety and Health  
 Consideration**

Dear Dr. SAMPLE:

Express Scripts works with Caresource to provide you with the enclosed RationalMed® safety and health consideration(s) for the patient(s) in your practice.\* These records:

- Highlight safety and health considerations
- Assemble the prescription and medical claim information related to the patient's safety and health consideration (claims information may include treatment provided by other healthcare providers)
- Cite relevant clinical references

Please review the health information provided, which you may have previously reviewed with an Express Scripts representative and make any changes in therapy that you believe are appropriate. Please note that information about multiple patients could be contained in this package. These records include available claims information related to the enclosed safety and health considerations and may not represent your patient's complete medical history. You were identified by a dispensing pharmacy as a "prescriber of record" for prescriptions filled under this patient's prescription drug benefit. If you were incorrectly identified as a "prescriber of record", please contact the dispensing pharmacy at the phone number provided.

We understand that these considerations may not be applicable to every patient's therapy. We welcome your comments on how we may provide better support in your care of these patients. If you have any questions or comments, please contact us at 800.717.6630 between 9:00 A.M. and 5:30 P.M. Eastern Monday-Friday and reference the patient-specific Control Number(s). Your feedback is kept confidential.

Sincerely,

Express Scripts Clinical Team

\*You were identified as a prescriber of record by a pharmacy dispensing medication for the patient listed. (See profile enclosed.)

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**EXPRESS SCRIPTS®**

**Patient Safety and Health Consideration**

Patient Name **JOHN A SAMPLE**  
 Date of Birth 07/30/1952  
 Control Number 99-10000001  
*(Please refer to this patient-specific Control Number when corresponding with Express Scripts.)*

**Requested Actions:**

- ✓ Review safety and health consideration and related claims information.
- ✓ Make any warranted changes in therapy.

**Safety and Health Consideration for Your Review**

**1. Testing Consideration: Retinal Eye Exam in Diabetes**

Available records suggest that your patient has diabetes and may not be receiving routine comprehensive eye examinations. Diabetic retinopathy is one of the leading causes of acquired blindness; the American Diabetes Association recommends performing a dilated eye examination within 5 years of diagnosis of type 1 diabetes and at baseline in type 2 diabetes. Subsequent dilated eye exams are recommended annually, with less frequent exams following a normal eye exam and more frequent exams when retinopathy is determined to be progressing. The available records may not reflect all tests performed in various healthcare settings, as well as very recent testing. If routine exams are not already being performed, please consider dilated eye examinations to monitor your patient.

**Reference(s):**

1. American Diabetes Association (ADA): Standards of Medical Care in Diabetes 2015. Diabetes Care. 2015;38(suppl 1):S1-90.
2. American Diabetes Association (ADA): Standards of Medical Care in Diabetes 2015. Diabetes Care. 2015;38(suppl 1):S1-90.

**Pharmacy Claims**

Consideration	Date of Service	Drug Description	Strength	Qty	Days Supply	Prescriber	Pharmacy Name Phone Number
	07/08/14	ZYLET	0.9%-0.9%	5	10	PHYSICIAN #1	WALGREENS #1346 973.257.3510
	06/30/14	PATADAY	0.2%	2.5	25	PHYSICIAN #2	WALGREENS #1346 973.257.3510
	05/19/14	PATADAY	0.2%	2.5	25	PHYSICIAN #2	WALGREENS #1346 973.257.3510
	05/19/14	METFORMIN HCL	500 MG	30	30	PATEL, DHIRENDRA 973.333.1830	WALGREENS #1346 973.257.3510

**Medical Claims**

Consideration	Date of Service	Claim Type	Diagnosis / Procedure Description
1	08/15/14	OUT PATIENT	DIAB WHO MENTION COMP TYPE 1/ISSN TYPE UNCTRL

*Express Scripts is an independent company that administers your prescription benefit for your health plan.*

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## RationalMed® Frequently Asked Questions

Question	Answer
<b>What action is HAP CareSource taking? By when?</b>	<p>HAP CareSource has contracted with Express Scripts (our existing Pharmacy Benefits Manager) to provide RationalMed® patient safety and health information for HAP CareSource MI Coordinated Health (HMO D-SNP) members beginning Spring 2026.</p> <p>Prescribing providers will receive EHR, fax and/or mailed alerts. Pharmacists will receive Point of Sale alerts for use as they consult with patients when prescriptions are billed in the pharmacy system.</p>
<b>What is RationalMed®?</b>	<p>RationalMed® is a clinical safety and drug utilization review (DUR) program that uses a proprietary rules engine to identify:</p> <ul style="list-style-type: none"> <li>• Adverse drug risks</li> <li>• Drug–drug and drug–disease interactions</li> <li>• Polypharmacy concerns</li> <li>• Omission of essential therapy, testing, or diagnostics</li> </ul> <p>Suboptimal dosing, duration, or adherence</p> <p>The program delivers alerts to providers (via EHR, fax, or letter), and pharmacists (real-time at point of sale) to encourage evidence-based medication decisions.</p>
<b>Why is RationalMed® information important for patients?</b>	<p>RationalMed® assesses each member’s health profile to identify potential medication-related risks that may not be visible through pharmacy claims alone. By integrating multiple data sources (pharmacy, medical, lab data), the program helps identify issues earlier and supports safer, evidence-based treatment decisions.</p>
<b>How will this affect me as a provider?</b>	<p>Providers may receive confidential alerts regarding patients they treat:</p> <ul style="list-style-type: none"> <li>• <u>Urgent alerts</u> may be sent promptly (e.g., fax or electronic delivery) for high-risk patient safety concerns.</li> <li>• <u>Standard alerts</u> may be sent periodically and include prescription history, medical history, and clinical considerations for review.</li> </ul> <p><b>Alerts are limited to clinically significant issues and are intended to support—not replace—provider clinical judgment.</b></p>
<b>What action should be taken?</b>	<p>Upon receipt of a RationalMed® alert, the clinical information provided should be reviewed and the patient’s current therapy evaluated. Based on this assessment, the provider or pharmacist can determine whether a change in treatment is clinically appropriate. Potential actions may include modifying therapy, adjusting dose or duration, discontinuing therapy, or initiating guideline-recommended treatment or testing that may have been previously omitted. If no change is clinically warranted following review, no action is required.</p>
<b>Who should I contact for questions regarding a RationalMed® alert?</b>	<p>Please call Express Scripts at 1-800-717-6630 anytime between 9:00 A.M. and 5:30 P.M., Eastern Time (ET) Monday through Friday and reference the patient-specific Control Number(s) on the alert.</p>