

HEDIS® SAA Measure: Adherence to Antipsychotic Medications

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The Healthcare Effectiveness Data and Information Set (HEDIS®) is a widely used set of performance improvement measures developed and maintained by the National Committee for Quality Assurance (NCQA). HEDIS data is used to evaluate the quality of care and services provided by health plans, spanning a broad range of health conditions and care domains. By measuring performance on critical aspects of care, HEDIS helps organizations identify opportunities for improvement and monitor progress over time.

As part of our continued commitment to delivering high-quality, member-centered care, we would like to highlight an important HEDIS measure:

SAA – Adherence to Antipsychotic Medications for Individuals with Schizophrenia

Medication adherence is essential for individuals diagnosed with schizophrenia. According to [NCQA](#) nonadherence to antipsychotic medications is common and is associated with an increased risk of symptom relapse, hospitalization, emergency department utilization, and overall decline in health and functioning.

How You Can Help Improve Adherence

Providers and care teams play a critical role in supporting medication adherence. Consider the following strategies:

Patient Engagement and Education

- Use culturally and linguistically appropriate communication to educate members on the importance of staying on their medication regimen.
- Discuss potential side effects and provide clear guidance on how to manage them or when to seek help.

Identify and Address Barriers

- Engage patients in conversations about barriers to adherence, such as housing instability, transportation challenges, or medication storage concerns.
- For members who may have difficulty managing daily oral medications (e.g., those who are unhoused or have memory challenges), consider the use of long-acting injectable (LAI) medications where appropriate.

Promote Long-Acting Injectable (LAI) Options

- Educate eligible patients about LAI antipsychotics, which can help improve adherence by reducing the need for daily medication.

Strengthen Follow-Up Processes

- Proactively follow up with members who miss scheduled appointments
 - Assess the reason for the missed visit

- Reschedule promptly
- Evaluate for potential relapse or emerging symptoms

Medication Refill Outreach

- Monitor refill patterns and reach out to members with overdue prescriptions.
- Discuss challenges they may be facing and offer solutions or support resources.

Care Coordination

- Maintain strong communication between behavioral health providers and primary care providers (PCPs) to ensure coordinated, comprehensive care.

Leverage Support Resources

- Contact Neighborhood for a “gap in care” report to identify members who may need additional adherence support.
- Refer members to Neighborhood care management as needed

Need Assistance?

If you have questions or would like additional support, please contact:

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