

2019 Medication Therapy Management (MTM) Program

Central Health is committed to helping members with certain chronic disease states and multiple medications manage their healthcare. The Medication Therapy Management (MTM) program is offered to qualifying members to improve medication use and create better health outcomes.

The purpose of the MTM program is to help eligible members understand their medications and reinforce their knowledge of how to properly take them. The program can help members learn how to protect themselves from potentially harmful drug side effects and drug combinations. In addition, medications are reviewed for ways to reduce prescription drug costs and to help members get the most from their prescription benefits. **The MTM program is a free service for eligible enrollees. Although the MTM program is a special service offered at no cost to Medicare members, it is not considered a benefit.**

Members enrolled with the Medicare Part D plan will automatically be enrolled in the MTM program if they meet the following three conditions:

- Have prescriptions filled for eight (8) or more maintenance Part D medications within one month;
- Have three (3) or more of these chronic health conditions: Chronic Heart Failure, High Cholesterol, End Stage Renal Disease, Bone Disease-Arthritis-Rheumatoid Arthritis or Respiratory Disease (COPD); and
- Spend more than \$4,044 a year on covered Part D medications.

How do I know if I qualify?

If you are eligible for the MTM program, you will receive an introduction letter. Upon receiving this letter, you may call to schedule an appointment for your voluntary comprehensive medication review (CMR). We encourage MTM program members to complete a personalized CMR every year.

To schedule a CMR, or if you would like more information about the MTM program, call 1 (888) 660-8457, **6am to 6pm Pacific Time, Monday through Friday [TTY 711]**. You may also call this number to opt out of the program.

Comprehensive Medication Review (CMR)

A CMR offers a one-on-one phone call with a pharmacist or other licensed clinician to talk about your medications. This is a great time to ask any questions you have about prescription drugs, over-the-counter medicines, and herbal or dietary supplements. The CMR takes about 30 minutes to complete, depending on the number of medications you take and topics discussed. Your medication history will be reviewed — including prescription and over-the-counter medications — and any potential issues will be identified. After the CMR, you will get a follow-up letter in the mail. This will include a Medication Action Plan summarizing any clinical concerns identified, as well as a Personal Medication List of your medication history. Your healthcare provider may also be notified of recommendations for changes in medications or potential health concerns discussed during the CMR. This is an optional service, and you may request to opt out* at any time by calling **1 (888) 660-8457, 6am to 6pm Pacific Time, Monday through Friday [TTY 711]**.

For your convenience, there is a blank form you can print to keep track of your medications. You can find this form at the previous webpage or by clicking here: <https://www.centralhealthplan.com/PartD/QualityAssurance>.

Targeted Medication Review (TMR)

Targeted medication reviews (TMR) are done quarterly to identify potential drug-drug interactions or other medication concerns. You may receive a letter notifying you of a possible medication concern to discuss with your doctor. We may also contact your doctor by phone or fax. As always, you and your prescribing doctor will decide what to do about therapy recommendations suggested in CMR and TMR notices. **Your medications will not change unless you and your doctor decide to change them.**

**If you opt out of the CMR service, we may still reach out to you by letter and/or your doctor by phone or fax for a TMR. If you would also like to opt out of the TMR process, you must state this upon your opt-out request.*

Summary of MTM Notices that an Enrolled Member May Receive

1: Introduction Letter

The introduction letter is sent to members that eligibility criteria listed on page 1. This letter notifies the member that they qualify for the MTM program at no charge. The introductory letter also includes an offer for a Comprehensive Medication Review (CMR), including a list of the member's prescriptions medications filled for the previous quarter, and any savings or therapy change observations.

2: Comprehensive Medication Review (CMR)

A CMR is a one-on-one consultation between the member (or a member's appointed representative) and a qualified pharmacist. This consultation includes a thorough review of the member's medication use, including prescription, over-the-counter (OTC), and herbal products. This review takes approximately 30 minutes. If you're interested in receiving a CMR, **call 1 (888) 660-8457 [TTY 711]**, to schedule an appointment for a review. Members that receive a CMR consultation will also receive a personal follow-up letter noting what was discussed during the consultation. Furthermore, enrollees may contact Central Health, the Part D Sponsor, for additional information, with customer service personnel prepared to answer questions about the MTM program.

3: Targeted Medication Reviews (TMR)

Enrolled beneficiary prescription claims are reviewed quarterly. Based on this review, members may receive notifications about:

- Medication and therapy adherence
- Generic substitution and cost savings opportunities
- Drug-drug interactions
- Therapy recommendations to discuss with the doctor or prescriber

If you have any questions relating to the enrollment process, services offered, or any of the material associated with the MTM program, you can call 1 (888) 660-8457, 6am to 6pm Pacific Time, Monday through Friday [TTY 711].