

MTM Bootcamp 2014

Tennessee Pharmacists Association
Long Term Care Meeting
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Objectives

1. Describe the implementation of Medication Therapy Management (MTM) services and benefits professionally and to the bottom line of being a provider of services.
2. Identify Part D Beneficiaries that are MTM eligible.
3. Describe how to expand immunizations in long-term care setting.
4. Identify the role of the healthcare team to identify medication-related problems.

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Patient Counseling

- OBRA '90 states pharmacists are expected to offer to counsel on:
 1. Purpose of the medication
 2. Proper administration and storage
 3. Special directions for use
 4. Length of therapy
 5. Information on common adverse effects
 6. Potential interactions
 7. Contraindications for the use of the drug
- The encounter might include:
 - "What did your prescriber tell you the medication is for?"
 - "How did the prescriber tell you to take the medication?"
 - "What did your prescriber tell you to expect?"

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Medication Therapy Management

- MTM is a distinct group of services that optimize therapeutic outcomes for individuals that are *independent of, but occur in conjunction with, the provision of drug product*
- Expected outcomes of MTM include:
 - Appropriate drug use and enhanced patient understanding of appropriate drug use
 - Increased patient adherence with prescribed drug therapies
 - Reduced risk of adverse events
 - Reduced need for other costly medical services

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Why Medication Therapy Management?

Star Ratings.....

Medicare uses information from member satisfaction surveys, plans, and health care providers to give overall performance star ratings to Medicare health and prescription drug plans. These ratings help compare plans based on quality and performance. A plan can get a rating from one to five stars. A 5-star rating is considered excellent. The overall plan rating gives a single summary score that makes it easy to compare plans based on quality and performance.



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Star Ratings

- Annual Influenza Vaccine
- Adherence to diabetes medications: statins, ACEI/ARBs
- Ensurance that patients with diabetes and hypertension are treated with an ACEI or ARB
- Appropriate Use of High Risk medications in patients 65 and older

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Star Ratings(continued)

- Annual Medication Review for Older Adults
- Osteoporosis management in women who have had fractures
- Glucose and Cholesterol Control in patients with diabetes
- Blood Pressure Control

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Star Ratings (Continue)

- Reduction of Fall Risk
- Colon Cancer Screenings
- Cholesterol Screenings
- Rheumatoid Arthritis Management
- Avoidance of Drug/Drug interactions
- Avoidance of excessive doses of oral diabetes medications

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Why Medication Therapy Management ?

- **Why is MTM important?**
 - Better patient care
 - Saves healthcare dollars
 - Improvement in an insurance plan's STAR ratings
 - High Risk Medications
 - Adherence to diabetes, cholesterol, and blood pressure medications
 - Appropriate Treatment of Diabetes, Asthma, COPD, CVD, etc.

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Why Medication Therapy Management ?

Why are PBMs & Health Plans interested in a Pharmacy's MTM performance?

- **Star Ratings**
 - Competitive advantage
 - Quality Bonus Payments
 - Ability to recruit new members year round
- **Establish Preferred Networks**
 - **This is a Big Deal!!**

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What is Medication Therapy Management ?

- **Differing Interventions**
 - Comprehensive Medication Reviews (CMRs)
 - Usually face-face consultation with a pharmacist
 - Results in a Personal Medication Record and Medication Action Plan
 - Communication with other healthcare providers
 - Targeted Medication Interventions (TIPS)
 - Gaps in care (omission/adherence)
 - Cost/efficacy or formulary opportunities
 - Safety

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Types of MTM Services

Comprehensive	Targeted
<ul style="list-style-type: none"> • Pharmacist-patient dialogue about expectations and current results from drug regimen • Information is gathered about pertinent patient history, drug regimen, cost, compliance, and drug-related problems 	<ul style="list-style-type: none"> • Focused on new or changing medications, problems, or ongoing monitoring
<ul style="list-style-type: none"> • Comprehensive Medication Review (CMR) 	<ul style="list-style-type: none"> • Cost-savings opportunities • Drug therapy persistency and compliance • Patient education • Ongoing medication monitoring

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Targeted Opportunities

- Ideally, targeted MTM services are performed for patients who have received a CMR
- Targeted MTMS are used to address an actual or potential medication-related problem
- May target a new problem, high-risk medication, cost-savings, or subsequent monitoring following a CMR
- Each targeted MTM may be a separate, billable service

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Examples of Targeted Opportunities

- **Cost-Savings**
 - Switch to generic
- **New/Changed prescription medication**
 - Patient is started on a new prescription medication they have never taken before
- **Drug-therapy problem related to indication**
 - Patient is taking 2 statins prescribed by different physicians
- **Suboptimal therapy**
 - Patient has HTN and is currently not at goal with prescribed dose of anti-hypertensive

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Examples of Targeted Opportunities

- **Adverse drug reaction**
 - Patient given prescription for antibiotic to which they are allergic
- **Drug interaction**
 - Patient prescribed ciprofloxacin and is also taking warfarin
- **Excessive dose or duration**
 - Patient has impaired renal function and is given high dose of Bactrim
- **Non-compliance**
 - Patient is over-using or under-using inhaler for asthma

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Examples of Targeted Opportunities

- **Administration technique**
 - Patient has poor inhaler technique
- **OTC therapy**
 - Recommended appropriate OTC medication for self-treatment of cough


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Platforms for MTM Opportunities

- National Platforms used for MTM are.....



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- Outcomes is a documentation and billing platform that has contracted with various insurance plans
- The individual services are provided by a network of pharmacies
 - Kroger
 - Rite Aid
 - Walgreens
 - Many others
- Documentation and billing is centered around claims
- Also referred to as "encounters"

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Navigating the Outcomes™ Platform

www.outcomesmtm.com

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Determining TIP Validity

- TIPs are generated by a computer system, similar to DUR in pharmacy operating system
- Some TIPs may be considered “Invalid”
- Examples:
 - The patient is no longer taking the TIP medication
 - The drug interaction is not considered clinically significant
 - The “inappropriate dose” is appropriate for the patient based on their particular diagnosis or other considerations
- Any TIP that does NOT require any conversation with the patient or physician to answer the potential drug-related problem is “Invalid”
- If the TIP requires a phone call to the patient and/or physician to verify or recommend a change, this TIP is valid and should be documented accordingly

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Is this TIP valid?

- Indication for Service (Reason):**
Underuse—Citalopram
- You review patient history and find the patient recently switched to a different NDC
- They have been filling the medication every 28-31 days

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Is this TIP valid?

- Indication for Service (Reason):**
Underuse—Citalopram
- NO—Invalid TIP
- Underuse/compliance can be determined by viewing available pharmacy information and it is reasonable to assume the patient is taking the medication properly

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Is this TIP valid?

- Indication for Service (Reason):**
Needs Therapy—ACE/ARB
- You review patient’s profile and see they are currently taking Metformin and glipizide but they are not currently taking ACE/ARB
- Filled Lisinopril 10 mg 8/9/10 without refilling the medication

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Is this TIP valid?

- Indication for Service (Reason):**
Needs Therapy—ACE/ARB
- You contact patient and they report they had tried lisinopril but could not take it due to a decline in kidney function after initiating the medication

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Is this TIP valid?

- **Indication for Service (Reason):**
Needs Therapy—ACE/ARB
- YES—Patient Refusal
- While it would not be indicated for the patient to begin an ACE/ARB, the TIP required contact with the patient or prescriber to determine what action, if any, should be taken

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Is this TIP valid?

- **Indication for Service (Reason):**
Cost-Efficacy Management—Crestor 10 mg
- You review patient history and find the patient has only ever filled Crestor at your pharmacy and currently pays \$40/month

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Is this TIP valid?

- **Indication for Service (Reason):**
Cost-Efficacy Management—Crestor 10 mg
- YES—Prescriber Refusal
- Even though the encounter did not result in a change in medication (at this time), the TIP required contact with patient and physician

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Is this TIP valid?

- **Indication for Service (Reason):**
Cost-Efficacy Management—Crestor 10 mg
- You contact the patient and they are willing for you to fax a recommendation to their physician for an equivalent dose of generic statin
- Physician faxes back a note and does not want to switch medications at this time

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Prescriber or Patient Consultation

- Before consulting with the physician to change a medication, the patient must be consulted to determine if they are interested in making a medication change
- A **pre-filled Prescriber Communication PDF** form can be generated in Outcomes
 - Write a Hand Written Note on Fax
- A **blank Prescriber Communication PDF** form can be found on the Pharmacy webpage
 - Have had much better success rate with hand written notes

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Mirixa ForPharmacists
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How you can capitalize on the power of the Mirixa™ platform to build worthwhile relationships with all of your patients, regardless of their health plan, employer or age. Learn how MirixaEdge will help enhance your role and grow your business.



BestPractices

Tips for the experts, by the experts. Whether you're looking for ways to better meet your patients' needs or opportunities to further your business, these resources and training tools will help you best deliver Mirixa solutions.



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Socrates



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Fitting MTM into your Pharmacy

- **Organization**
- **Time**
- **Money**
- **Work flow vs separate**

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Pharmacy Organization

- **Organization is key to maintaining patient queues, TIPs, physician communication, and documenting claims**
- **Work with your pharmacy staff to determine what method works best**
 - Paper—Utilizing tools in Platforms
 - Electronic—Inputting Patient Notes in pharmacy system
 - Mixture
- **You must be consistent in your store to maintain quality and organization**

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Pharmacy Organization

- **Delegate**
 - Allow student pharmacists and technicians to help
- **Stay consistent**
 - Choose a time for each week ahead of time to review pending claims, make phone calls, follow-up with patients, document and bill claims
- **Communicate**
 - Your pharmacy staff (pharmacists and technicians) need to be aware of the services, procedures, and organization

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Time and Money

- **We make time to accomplish tasks that we want to make time**
- **No capital expenditures for implementing Medication Therapy Management Services**

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Utilizing and Training Technicians and Interns

- **The pharmacist is responsible for:**
 - Providing professional judgment
 - Determining validity of TIPs
 - Discussing medication-related problems with patient
 - Providing recommendation to physician
 - Ensuring proper documentation
 - Providing oversight and mentoring interns

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Utilizing and Training Technicians and Interns

- Technicians and interns can be used for 90% of the “busy” work associated with MTM claims

- Paperwork
- Documentation
- Phone calls
- Faxing
- Managing patient queues/EPRN notes

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Utilizing and Training Technicians and Interns

- All technicians and interns must register for an Outcomes account and complete the online training
- Technicians AND interns should register as technicians
- Read the policies and procedures
 - Outcomes Policies and Procedures
 - Outcomes MTM Technician and Intern Guide
 - Mirixa Policies and Procedures
 - Socrates Policies and Procedures


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Patient Case #1

- CC
 - “My sugar is really high and I feel very tired and thirsty.”
- HPI
 - BW is a 65 yo Hispanic male who presents to his family physician’s office complaining of periodic blurred vision, fatigue, difficulty concentrating and headaches for the past 6 weeks.

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IMMUNIZATIONS



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Immunizations in Patients over 65 YOA

- Influenza
- Pneumococcal- new recommendations for PCV-13 and PPSV 23
- Zoster- ACIP recommendation over 60YOA
- Tdap- Now recommended if around infants

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Immunizations

- Student pharmacists/technicians role
- Educate
- Promote
- Bill
- Administer(student pharmacists only)

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Medication Therapy Management

- **It's about Patient Care!!!**
- **Be positive**
- **Tone of voice is important**
- **Gentle Persuasion**



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