



2012 Medication Therapy Management Program (MTMP)

Fidelis SecureCare provides and manages a Medication Therapy Management Program (MTMP) to help members improve the way they use their medicines, so that they get the most benefit out of their medicines and reduce the risk for harmful drug events and interactions. This program is managed and conducted by licensed pharmacists and certified pharmacy technicians.

The MTMP consists of two components, one that outreaches and impacts all Fidelis members (Quality Outreaches) and one that only touches members meeting specific criteria (comprehensive MTMP services).

- Quality Outreach activities provide drug therapy analysis recommendations to health care providers and prescribers (doctors, nurses, etc.) of all Fidelis members to improve medication effectiveness and prevent harmful drug events.
 - Quality outreaches include drug interaction, duplicate therapy, high risk medication use monitoring, and diabetes drug management.
- Comprehensive MTMP Services including Comprehensive Medication Reviews provide members (or designees) with medication reviews and care plans along with member and provider education on specific drug therapy topics. This service is available to Fidelis members who meet the comprehensive MTMP eligibility criteria noted below.

Comprehensive MTMP eligibility criteria and program specifics

Specific criteria are used to identify members that would benefit most from the program. These criteria are consistent with Medicare Part D guidelines and include the following:

- Member fills prescriptions for eight or more Part D chronic medications, and
- Member's medications suggest that they have 3 of 4 medical conditions (diabetes, high blood pressure, high cholesterol, or heart failure), and
- Member's 3-month total Part D drug cost is equal to or greater than \$800.

Members must meet all of the criteria in order to be enrolled in the program

What happens in the comprehensive MTMP program?

1. Fidelis SecureCare mails eligible members a MTMP welcome packet outlining the program including contact information.
 - Non-LTC eligible members, or members' designees, have the ability to participate in comprehensive medication review activities with a pharmacist and to receive educational mailings throughout the year. LTC eligible members, or members' designees, have the

ability to receive educational mailings throughout the year. Or members can opt-out of the program.

Comprehensive Medication Review

2. A MTMP representative calls the eligible member, or member's designee to set up an appointment with a pharmacist.
3. A clinical pharmacist contacts the member (or member's designee) and conducts a comprehensive medication review. The pharmacist talks with the member about all of his/her medicines, including over the counter medications. The pharmacist helps the member better understand his/her medicines by providing education as needed.
4. At the conclusion of comprehensive medication review, the pharmacist will create a Medication Action Plan (MAP). The MAP will include a summary of the consultation outlining medication related issues identified and recommendations. The personalized member MAP will be mailed to the member (or member's designee).
 - The member's physician or healthcare provider is informed and provided information on the pharmacist-member discussions. If appropriate, the pharmacist consults with the physician on specific areas of concern for the member. Information may be provided via fax or phone.
5. Follow-up calls are scheduled as needed to see how the member is doing and provide any additional support the member may need with his/her medicines.
6. On a quarterly basis, the member's medication profile will be reviewed by a clinical pharmacist to identify previous clinical issues that have been resolved and any new medication-related issues that will need to be discussed with the member. Pharmacist-member (or member designee) calls will be scheduled as needed.

Comprehensive MTMP Member Education Mailings

7. MTMP members (or members' designees) will receive medication information on multiple health topics based on the members' medication use and medical conditions throughout the year. Topics include: drug interactions and ways to monitor or resolve them, high risk medications and safer alternatives, and medical condition specific drug information such as use of cholesterol lowering agents and/or blood pressure medications in members with diabetes.

MTMP Physician /Healthcare Provider Education

8. The prescribing physicians of MTMP eligible members will be provided clinical information on medical conditions that impact their members.

Fidelis SecureCare's Medication Therapy Management program helps establish open lines of communication between members, physicians, and pharmacists so that all parties are well-informed about how medicines are working for a specific member. This dialogue enables providers to make better informed decisions when considering changes in medication therapy. The focus of MTMP is to ensure that members get the most benefit out of their medicines

If you would like additional information about our Medication Therapy Management Program, please call Fidelis SecureCare's Medication Therapy Management partner, Partners Rx at 1.877.897.3390 or 1.800.498.5428 for TTY users. We are open Monday-Friday, 8 a.m.-5 p.m.