

Building an MTM Program at your Pharmacy

(OutcomesMTM Overview)



Today's Speakers



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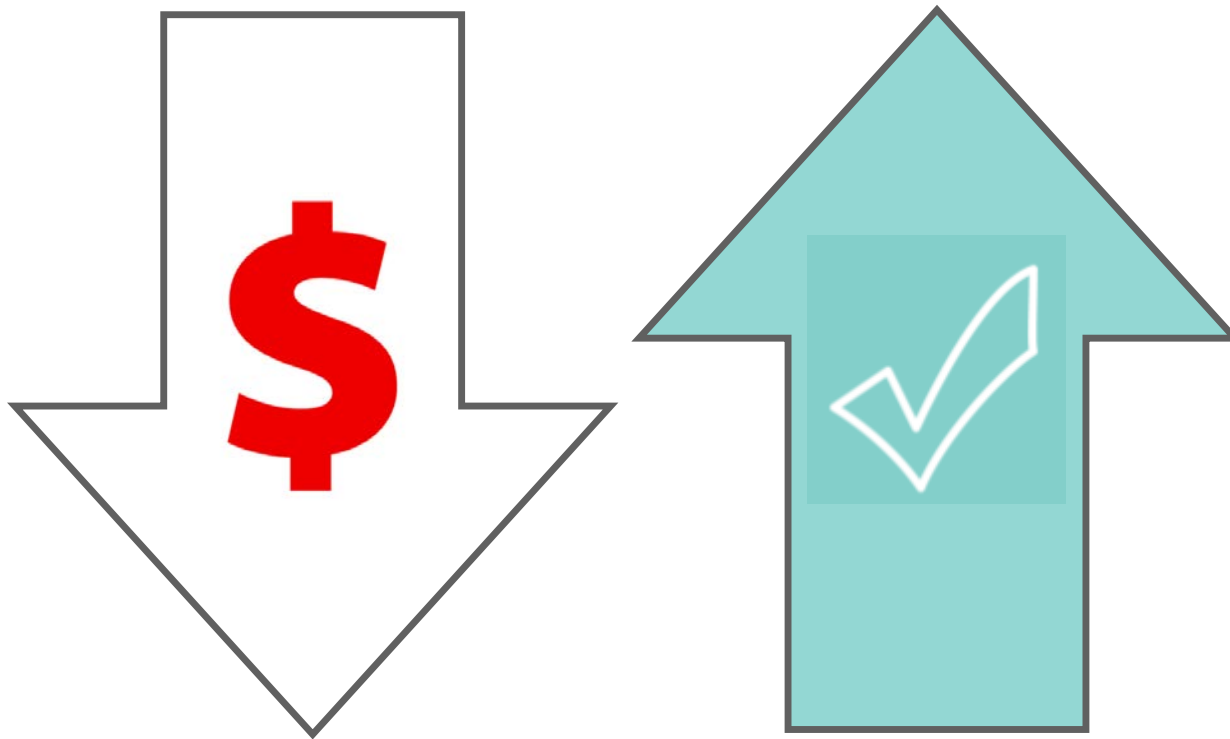
Senior Associate | OutcomesMTM

MTM in 2017

How is healthcare changing?



- Unsustainable growth in healthcare costs has led to a tremendous pressure to **lower costs** and is leading to a major **focus on VALUE**



THE NEED FOR MTM IS GROWING

SINCE 2002 THERE HAS BEEN A 15% INCREASE IN THE NUMBER OF 55-64-YEAR-OLDS TAKING FIVE OR MORE MEDICATIONS.¹



Americans are expected to be living with a chronic condition.

81 million
will have multiple chronic illnesses.¹

¹ Bodenheimer, Thomas, Ellen Chen and Heather D. Bennett. *Confronting The Growing Burden Of Chronic Disease: Can The U.S. Health Care Workforce Do The Job?* <http://content.healthaffairs.org/content/28/1/64.full>. Accessed Apr. 6, 2016

50%
of patients **walk out**
of appointments not understanding
what they were told by their physician.¹



Patients actively participate in
their own clinical decision-making
<10% of the time.²

² Bodenheimer, Thomas. *A 63-Year-Old Man With Multiple Cardiovascular Risk Factors and Poor Adherence to Treatment Plans*. http://personcentredcare.health.org.uk/sites/default/files/resources/bodenheimer_clinicalcrossroadsjama.pdf. Accessed Apr. 8, 2016.

THE COST BURDEN OF
CHRONIC ILLNESS—
CURRENTLY 78% OF TOTAL
HEALTH SPENDING—WILL
INCREASE MARKEDLY BY
2023 TO AN ESTIMATED
\$4.2 TRILLION.³



90%
of adults over the age of
65 years take at least one
prescription drug.³

³ National Center for Health Statistics. *Health, United States, 2012: With Special Feature on Emergency Care*. <http://www.cdc.gov/nchs/data/healthstats/2012.pdf>. Accessed Apr. 8, 2016.

Source: 2016 MTM Trends Report, OutcomesMTM

CMS Star Ratings



- Annual ratings of Medicare plans (1 - 5 stars)
- Two-year lag between “year of service” and reporting year for PQA measures in Star Ratings (e.g., 2015 drug claims for 2017 Ratings)
- Part D Star Ratings
 - Medication safety or MTM
 - > CMR Completion Rate
 - Medication adherence
 - > Non-insulin diabetes medications
 - > Cholesterol medication (statins)
 - > Blood pressure (renin-angiotensin system antagonists)
- Part C Star Ratings
 - > Medication Reconciliation

MTM Program Completion Rate for CMRs



- Measures percentage of members who meet eligibility criteria and received a CMR
- 2017 Star Ratings are based on 2015 measurement period

2017 Star thresholds

Type	1 Star	2 Star	3 Star	4 Star	5 Star	2016 Nat'l Avg
MA-PD	< 33.2%	33.2-47.8%	47.8-58.1%	58.1-76.8%	≥ 76.8%	30.9%
PDP	< 12.6%	12.6-20.3%	20.3%-33.9%	33.9-51.6%	≥ 51.6%	15.4%



MTM and Star Ratings

- Who gets Star Ratings?
 - Medicare plans

- How do you impact them?
 - Directly by providing MTM services
 - > Adherence to treatments for diabetes, cholesterol and hypertension
 - > CMRs

New for 2017 – Enhanced MTM Model



- Identify and implement innovative strategies to:
 - Optimize medication use
 - Improve care coordination
 - Strengthen system linkages
 - Include local networks of local pharmacies and prescribers in MTM
 - Capture Medicare A&B savings

New for 2017 – Enhanced MTM Model



- Duration: 5 years
- 6 PDP plans in five Medicare regions:
 - Region 7—Virginia
 - Region 11—Florida
 - Region 21—Louisiana
 - Region 25—Iowa, Minnesota, Montana, Nebraska, North Dakota, South Dakota, Wyoming
 - Region 28—Arizona

New for 2017 – Enhanced MTM Model



- Increased opportunities for pharmacies
 - New ways to impact care!
- Show value of community pharmacy MTM
 - Results closely watched by CMS, payers and healthcare industry players
- Chance to test innovative services

New for 2017 – Enhanced MTM Model



- Comprehensive Medication Review (CMR)
 - New Standard Patient Takeaway
- Medication Reconciliation (MedRec)
- Medication Assessment for Volatile Medication
- OTC Therapy (Aspirin)
- Adherence Monitoring

Getting Started with OutcomesMTM

Create an Account



Already have an account? [LOG IN](#)

Registration

A little personal info so we can serve you better

All individuals participating in the OutcomesMTM program are required to create their own account. Please provide your personal information when creating your profile below.

Full name

First name

MI

Last name

Your role(s) [? Help me choose](#)

- ☐ Pharmacist
- ☐ Technician (or Student Pharmacist/Intern)
- ☐ Client
- ☐ Pharmacy Administrator

Employee ID number (optional)

Address

Address line 1

Address line 2

City

--Select State--

ZIP

Complete the training, Add your pharmacy



The screenshot shows the OutcomesMTM Setup page. The header includes the OutcomesMTM logo with the tagline 'The Face-to-Face Difference', and navigation links for Resources, Training, and Help. A user dropdown menu for 'JILL HALCOMB (Pharmacist)' is open, showing options: My Profile, Account Security, Manage Pharmacies, Switch Roles, and Log Out. The main content area has a 'Setup' tab and a 'Welcome JILL!' message. Below this, it states: 'There are couple things you need to do before you can begin documenting and billing MTM services:'. Two checkboxes are listed: 'Online training program complete!' (checked) and 'Add the NABP numbers for the pharmacies you would like to link to your account' (unchecked). A 'What's next?' section follows, stating: 'You have completed our training program! Now you just need to link one or more pharmacies to your account.' At the bottom is an orange button labeled 'Add Pharmacies to Your Account'.

The screenshot shows the 'Manage Pharmacies' dialog box. It has a title bar 'Manage Pharmacies'. Inside, it lists '9999990 - OUTCOMES TRAINING PHARMACY' with a 'Remove' link below it. At the bottom, there is a 'NABP Number:' label followed by an empty text input field and an orange 'Add Pharmacy' button. A modal message box is overlaid on the right, stating: 'Your request has been submitted! It can take up to 5 business days for OutcomesMTM to review and approve your request (in cases where chain administrator approval is required, it may take longer).'. An 'Ok' button is at the bottom right of the modal.

OutcomesMTM Platform



- Platform displays patients and opportunities



A Cardinal Health company

OUTCOMES TRAINING PHARMACY ▼

LAUREN ADAIR (Pharmacist) ▼

DASHBOARDMTM OPPORTUNITIESPATIENTSMTM CLAIMSRESOURCES

Welcome Lauren!

0

Claims to review & resubmit

17

Patients in progress

2

Scheduled CMRs

0

Checkpoints available for adherence monitoring
(0 patients enrolled)

OUTCOMES TRAINING PHARMACY

Total Patients: 64

Patient Search

Last Name:

Date of Birth:

Patient ID:

Search

Next 5 Patients with MTM Opportunities

The following patients have been prioritized for you based on a number of factors. These MTM opportunities represent approximately \$615 of potential revenue.

Patient Name	DOB	Rx Filled ⓘ	MTM Opportunities
RIVB****, BEAR****	10/19/1953	100.00% (Primary)	CMR, 2 TIPs >
ALSE****, E***	04/04/1938	100.00% (Primary)	CMR, 3 TIPs >
CALG****, GEOC****	05/03/1936	100.00% (Primary)	CMR, 3 TIPs >
		100.00%	

MTM Workflow in Your Pharmacy



Key Elements of MTM Workflow

- Identifying eligible patients & their opportunities
- Talking with patients
- Managing communication & follow-ups
- Documenting claims

Things to Consider

- What works for your pharmacy?
 - How can you leverage tools and systems?
 - Who is the right person for different tasks?
- Get creative!
 - Ask all staff members to share their ideas
 - Challenge each other to find solutions
 - Give ownership of certain responsibilities

MTM Workflow Assignments



CLERK/TECHNICIAN 1

FOCUS: Scheduling CMRs and alerting pharmacist to opportunities

DAILY TASKS

- > Monitors OutcomesMTM dashboard for new MTM opportunities
- > Provides list of CMRs scheduled today to pharmacist
- > CMR reminders
 - Creates reminder call list for tomorrow's CMRs
 - Begins reminder calls to patients
- > Prepares new MTM opportunities for pharmacist
 - Schedules new CMRs
 - Alert staff to the patients with a TIP for the pharmacist to address



TECHNICIAN 2

FOCUS: Documentation

DAILY TASKS

- > Monitors OutcomesMTM Dashboard for *Review & Resubmit* claims, Patients in Progress and Scheduled CMRs
- > In-progress work
 - Follows up on prescriber recommendations
 - Follows up with patients
- > Pre-work for Scheduled CMRs
 - Updates Medication Profiles
 - Prints CMR worksheets
- > MTM service documentation based on RPh notes
 - Print & mail Patient Takeaways
 - Start claims for services awaiting patient or prescriber response
 - Document claims for completed services
 - Create and send prescriber communications

MTM Workflow Assignments



PHARMACIST

FOCUS: Completing MTM services

DAILY TASKS

- > CMR pre-work
 - Reviews TIPs and medication list for potential drug therapy problems
 - Fills out CMR worksheet and creates discussion points for the CMR
- > Completes CMRs
 - Passes notes to technician for documentation and follow up
- > Acts on TIPs
 - Reviews TIP to determine what action is required
 - Talks with the patient and/or recommends a change to the prescriber, if needed
 - Passes notes to technician for documentation
- > Reviews claims documented by the technician for accuracy

Workflow Suggestions

- Morning
 - Review work in progress
 - Evaluate new tasks
 - Make a plan for the day
- Midday
 - Prepare for upcoming MTM services
 - Document claims as resolutions are found
- Evening
 - Send communications
 - Finish documentation for the day's work

Morning Checklist



1 ► MORNING

Take a few minutes to review work already in progress in order to plan follow-up with prescribers or patients, complete documentation for MTM services that were resolved and identify the next MTM opportunities to address.

- | | |
|---|----------|
| ☐ Log into the OutcomesMTM platform to review the Dashboard. | T |
| ☐ Address any <i>Claims to Review & Resubmit</i> | T |
| ☐ Review <i>Patients in Progress</i> <ul style="list-style-type: none">> Did you receive prescriber responses that you can document?> Does the pharmacist need to follow up with a patient today?> Is it time for another contact attempt for prescriber or patient? | T |
| ☐ Look for <i>Scheduled CMRs</i> <ul style="list-style-type: none">> Provide reminder calls to patients with appointments in the next 24-48 hours | T |
| ☐ Look for <i>Checkpoints Available for Adherence Monitoring</i> <ul style="list-style-type: none">> Is it time to complete a quarterly checkpoint?> Review the Adherence Monitoring queue for any patients who may benefit from extra attention | T |
| ☐ Start new MTM Opportunities (Next 5 patients) <ul style="list-style-type: none">> Contact <i>Needs CMR</i> patients to set a time for them to talk with the pharmacist> Add CMR appointments to each Patient Profile in the OutcomesMTM platformTips: Schedule the CMR when the patient is due to pick up a refill> Inform the pharmacist of TIPS to address today (create a list, add reminder notes in patient bags, etc.)Tip: Protect PHI. Do not print patient lists or TIPS as they contain sensitive information. | T |

Midday Checklist



2 MIDDAY

Throughout the day, prepare for upcoming appointments and document claims as MTM services are started or completed.

☐ Prepare for upcoming CMRs

> Update Medication Profiles with directions, prescriber names, etc.

Tip: Call the patient to verify current medications, including samples, cash pay and over-the-counter products

> Print CMR worksheet and enter in patient information *(store securely if PHI is included!)*



☐ Complete documentation for any pending claims resolved today



☐ Pharmacist can deliver CMRs or discuss TIPs with patients

Tip: Schedule CMRs during overlap, so the pharmacist can step away from the counter

Evening Checklist



3 ► EVENING

Wrap up documentation for today's work and send out any remaining patient or prescriber communications.

- | | |
|---|----------------------------|
| ☐ Document CMRs and any other completed MTM services in the OutcomesMTM platform | ☐ T |
| ☐ Print and mail any Patient Takeaways | ☐ T |
| ☐ Create and send prescriber recommendations
<i>Tip:</i> Use the Create Prescriber Fax tool in the OutcomesMTM platform | ☐ T |

CMR Workflow

CMR Refresh



- By definition, a comprehensive medication review (CMR) should be:
 - Interactive & real-time
 - > Involve the patient in the discussion with open-ended questions
 - > Talk with the patient, not at him/her
- Comprehensive
 - Review all prescriptions and non-prescription products for the whole picture

CMR Refresh



- The point of a CMR is to:
 - Identify and address problems or concerns before the patient ends up in unnecessary doctor visits, ER visits or hospitalizations
 - Empower patients to actively manage their medications and health conditions
 - > Improve patients' knowledge of their regimen
 - > Current Patient Medication List

CMR Workflow



1 ► BEFORE YOUR PATIENT ARRIVES (PRE-WORK):

*For CMRs delivered by phone, prior authorization may be required. If applicable, obtain the PA code PRIOR to beginning the CMR.

☐ Within the OutcomesMTM platform, use sig codes to update directions in the patient's Medication Profile based on your dispensing software and the Rx History tab

T

☐ Review the patient's medication list for potential drug therapy problems

- > Are there administration concerns? (inhalers, injections, etc.)
- > Interactions? High risk medications? Common side effects?
- > Cost-savings opportunities?

☐ Review any TIPs on the To Do tab

☐ Note your concerns and questions to serve as talking points for the review

approx
10 min

2 ► WHILE COMPLETING THE REVIEW WITH YOUR PATIENT *(CMR DELIVERY)*:

- ☐ Welcome the patient and summarize what to expect from the review
- ☐ Review each medication *(even if you don't fill that medication at your pharmacy)*
 - > Purpose, directions and administration
 - > Side effects/other concerns
- ☐ Address questions and concerns, both yours and the patient's *(your notes from pre-work)*
 - > Disease state-related questions
 - > Adherence barriers or administration
 - > Potential drug therapy problems
- ☐ Summarize the discussion and thank the patient
 - > Highlight important points and restate actions and steps to resolve identified concerns
 - > Remind him/her you will provide a medication list and action plan in follow up
 - > Confirm address and phone number for the Patient Takeaway

approx
20 min

3 ➤ AFTER YOUR PATIENT LEAVES *(DOCUMENTATION)*:

- | | |
|---|----------|
| ☐ Update the patient's Medication Profile in the OutcomesMTM platform | T |
| ☐ Complete the CMR & Action Plan tab to submit your MTM claim
> Use patient friendly language
> Be specific in the problem and the patient's action for the Medication Action Plan (MAP) | T |
| ☐ Start claims for the TIPs and/or additional interventions addressed <i>(as available for the patient)</i> | T |
| ☐ Have the pharmacist review all information, print and deliver the Patient Takeaway | T |

*approx
10 min*

Engage Your Staff

Motivate & Incentivize the Team!



- Help your staff understand the value of MTM
 - “CMRs help us understand what the patient is taking and how they take it, so we can identify problems early and make sure the medications are achieving the outcomes the patient wants. Having the complete picture, including OTCs and medications the patient gets elsewhere helps us guide the patient.”
 - “TIPs use data as another way to identify potential issues or opportunities for cost savings for our patients, so we can provide the best care.”
 - “MTM services use our clinical skills to better serve our customers while adding another area of revenue for our pharmacy.”

Motivate & Incentivize the Team!



- Foster friendly competition with contests or goals specific to MTM
 - Technician Involvement Month – September
 - Who can schedule at X CMRs this week?
 - Create a sense of ownership
- Acknowledge staff contributions
 - A “wall of fame”
 - Internal communications/newsletters, if applicable
 - Share examples with OutcomesMTM for social media and newsletters in Technician Involvement Month

Next Steps



- Have each staff member create his/her profile or make sure he/she can log in
- Review resources available on the platform with your team
 - Guides, worksheets, etc.
 - Webinars
- Assign tasks based on skills/strengths
 - Great rapport with patients? Schedule CMRs!
 - Excellent organization? Manage follow-ups!
- Set an MTM goal and make it visible
 - Pharmacy goal: Complete ___ CMRs per week
 - Technician goal: Schedule ___ CMRs per week

OutcomesMTM Resources

Help with CMRs



OUTCOMES A Cardinal Health company MTM

OUTCOMES TRAINING PHARMACY ▼ LAUREN ADAIR (Pharmacist) ▼

DASHBOARD MTM OPPORTUNITIES PATIENTS MTM CLAIMS RESOURCES

GEOC** CALG****** (ID #MTM00000433) **DOB: 05/03/1936 | Age: 80 Gender: F Phone: 334******

Patient Profile

Create Prescriber Fax

Start a Claim

Plan: Outcomes Sample Policy 1

To Do	Basic Info	CMR & Action Plan	Medication Profile	Rx History	MTM Claims	Medical Data
-------	------------	-------------------	--------------------	------------	------------	--------------

CMR worksheet

Step by Step Guide

Document an Uncompleted CMR

➔ Submit a CMR claim for refusals or failed attempts to reach the patient

Document a Completed CMR

- 1 Review and update the patient's Medication Profile.
- 2 Update the Medication Action Plan by recording the problems identified during the CMR in patient-friendly language.



Help with TIPs



High Risk Medication - Long Duration Sulfonylurea

Patient Name: GEOC**** CALG**** (ID #MTM00000433)

Targeted Medication: GLYBURIDE TAB 5MG

Prescriber: JOHN DOE

Reason for Intervention

This patient is currently prescribed GLYBURIDE TAB 5MG , a long-acting sulfonylurea. Glyburide-containing products have been placed on the American Geriatrics Society (AGS) Beers Criteria List of high risk medications for elderly patients. Use of this medication has been associated with an increased risk of severe prolonged hypoglycemia in older adults. Please consider one of the following alternative medications, keeping in mind the formulary preferences of the patient's health plan:

- Glimepiride 1 mg once daily and titrate
- Glipizide IR 2.5 mg once daily and titrate
- Glipizide ER 5 mg once daily and titrate
- Discontinue therapy

Is the patient currently taking the targeted medication or another agent in the same medication class?
☒ Yes ☐ No

? Help with this TIP



Resources



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DASHBOARD MTM OPPORTUNITIES PATIENTS MTM CLAIMS **RESOURCES**

Resources

GUIDELINES & INSTRUCTIONS

-  [Policy & Procedure Guide](#)
-  [Best practices for Star Rating-related MTM services](#)
-  [OutcomesMTM for Pharmacy Technicians](#)
-  [CMR Workflow](#)
-  [MTM Workflow](#)
-  [Adherence Monitoring Program](#)
-  [MedSync Overview](#)
-  [MedSync Advantage Tool Guide](#)
-  [MedSync Manual Documentation](#)
-  [CMRs for Long Term Care](#)

WORKSHEETS & FORMS

-  [CMR worksheet](#)
-  [DRAW tool](#)
-  [Encounter worksheet](#)
-  [MedSync worksheet](#)

FAQS

-  [Payable Services FAQ](#)
-  [MedSync FAQ](#)

QUALITY ASSURANCE ZONE

-  [QA Zone Quick Reference Guide](#)
-  [QA Zone Overview](#)

TEMPLATES

-  [Letter to prescribers offering MTM services](#)
-  [Patient Takeaway Template \(Chinese\)](#)

TRAINING

-  [OutcomesMTM Training & Quiz](#)
-  [More on MTM - Webinar video links](#)

Connect™ System Support & Requirements

- > **Browser Support:** Internet Explorer 9.0 or higher, most current version of

Something not working? Try this first!

Try performing the following steps and see if it solves any problems you may be having. If not, please give us a call, we're happy to help!

PHARMACY

HEALTH PLANS

FACE-TO-FACE DIFFERENCE



Log In to My Account

[Log In](#)

[Create an Account](#)

Personal Pharmacist™ Finder

Radius (miles): of ZIP Code:

OR

--Select State--

[Search](#)

2016 MTM Trends Report
Review new developments
impacting payers and providers.

Essential to Care™
For those on the front lines of
healthcare, we are honored to be
your wings



News

05.06.2016

UCare Offers Medication Therapy Management
Program with OutcomesMTM®

03.29.2016

OutcomesMTM® Adds New Integration Partner

02.04.2016

The Kroger Co., Giant Eagle, Marc's and 52 MTM
Centers Recognized as Top Performers

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Questions?

Thank You



- Please complete our survey:
<https://www.surveymonkey.com/r/outcomesmtm32217>
- Goodneighborpharmacyevents.com
- ThoughtSpot 2017
 - July 19-22
 - Mandalay Bay Resort & Casino, Las Vegas, NV
 - Thoughtspot2017.com



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reach and partnership
shape healthcare delivery.