

Enhance Your Pharmacy Performance

Performance Tips from a Fellow *Good Neighbor Pharmacy* Owner

Series 4

Medication Therapy Management:
An Opportunity to Engage



Presented By
Jason Turner, PharmD
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Today's Speaker



Jason Turner, PharmD

- Owner – Moundsville Pharmacy, Moundsville, WV
- *Good Neighbor Pharmacy* Member



MTM: An Opportunity to Engage

- Define the Medicare Star Rating quality measures related to MTM
- Review the current Medicare Star Rating performance including Elevate Performance Network statistics and national trends
- Identify the purpose and the opportunities of the MTM process
- Discuss best practices in the Medication Therapy Management process
- Set achievable goals in providing Medication Therapy Management



Facts on Medication Therapy Management

More than 300 published studies in which **pharmacist-provided MTM** services resulted in significantly **improved outcomes** in disease management, **cost savings**, or **quality of life measures**.

80%

Of plans use an MTM Vendor

66%

Of plans use an MTM vendor
IN-HOUSE Pharmacist

28%

Of plans use an MTM Vendor
LOCAL Pharmacist

Other Providers Include: Physicians, Nurse Practitioners, Registered Nurses, and Physician Assistants

MTM Eligibility Minimum Requirements

3 Chronic Diseases

8 Part D Medications

2016 Annual Cost > \$3,507

CMS encourages health plans to expand eligibility criteria as necessary for their members

How Often are Patients Identified?

19% Daily or Weekly

24% Monthly

57% Quarterly

Chisholm-Burns MA, Kim Lee J, Spivey CA, et al. US pharmacists' effect as team members on patient care: systematic review and meta-analysis. Med Care 2010;48(10):923-33.

2015 Medicare Part D Medication Therapy Management (MTM) Programs. August 21, 2015.

D15 MTM CMR Completion Rate



- Percent of Medication Therapy Management (MTM) program eligible enrollees who received a **Comprehensive Medication Review (CMR)** during the reporting period

▪ 2016 Star Ratings

MA-PD Average **30.9%**

PDP Average **15.4%**

2016 Cut Points

	<u>MA-PD</u>	<u>PDP</u>
1 Star	<13.6%	<8.5%
2 Star	13.6-36.2%	8.5-16.6%
3 Star	36.2-48.6%	16.6-27.2%
4 Star	48.6-76%	27.2-36.7%
5 Star	> 76%	> 36.7%

Medication Therapy Management

- Role
- Categories of Service
- Opportunities
- Best Practices



Roles of Medication Therapy Management



- **Improve Patient Understanding**
 - Creates environment to **Educate** on medications and disease states
- **Improve Adherence**
 - Identifies patients with **Suboptimal Adherence**
 - Identifies opportunity for **Synchronization**
- **Right Drug to the Right Patient**
 - Targets diabetes patients without **Statin Therapy**
 - Targets patients on **High Risk Medications**
 - Detects **Cost Saving** opportunities
- **Prevent Adverse Drug Reactions**
 - Identifies **Drug Interactions** and **Duplicate Therapies**

Categories of MTM



Comprehensive Medication Review (CMR)

Interactive, person-to-person medication review and consultation of the patient's medications (including prescriptions, over-the-counter medications, herbal therapies, and dietary supplements), performed in real-time by a pharmacist with a **summary provided to the patient in a standardized format – Medication Action Plan (MAP)**

Identified and assigned by the PLATFORM

Targeted Interventions

Pharmacist-to-prescriber or pharmacist-to-patient consultations to identify, resolve, and/or prevent the occurrence of one or more medication-related problems

Identified and assigned by the PLATFORM

Identified and initiated by the PHARMACIST

Opportunity of MTM



▪ Strengthen the Pharmacist-Patient Relationship

A face-to-face patient-pharmacist interaction will encourage a **personalized relationship** between the patient and the pharmacy

▪ Identify Patient Needs and Services

Interviewing allows the pharmacist to **detect** adherence barriers, omissions in therapy, and prevention opportunities and **identify** solutions and services that would benefit the patient

Solutions

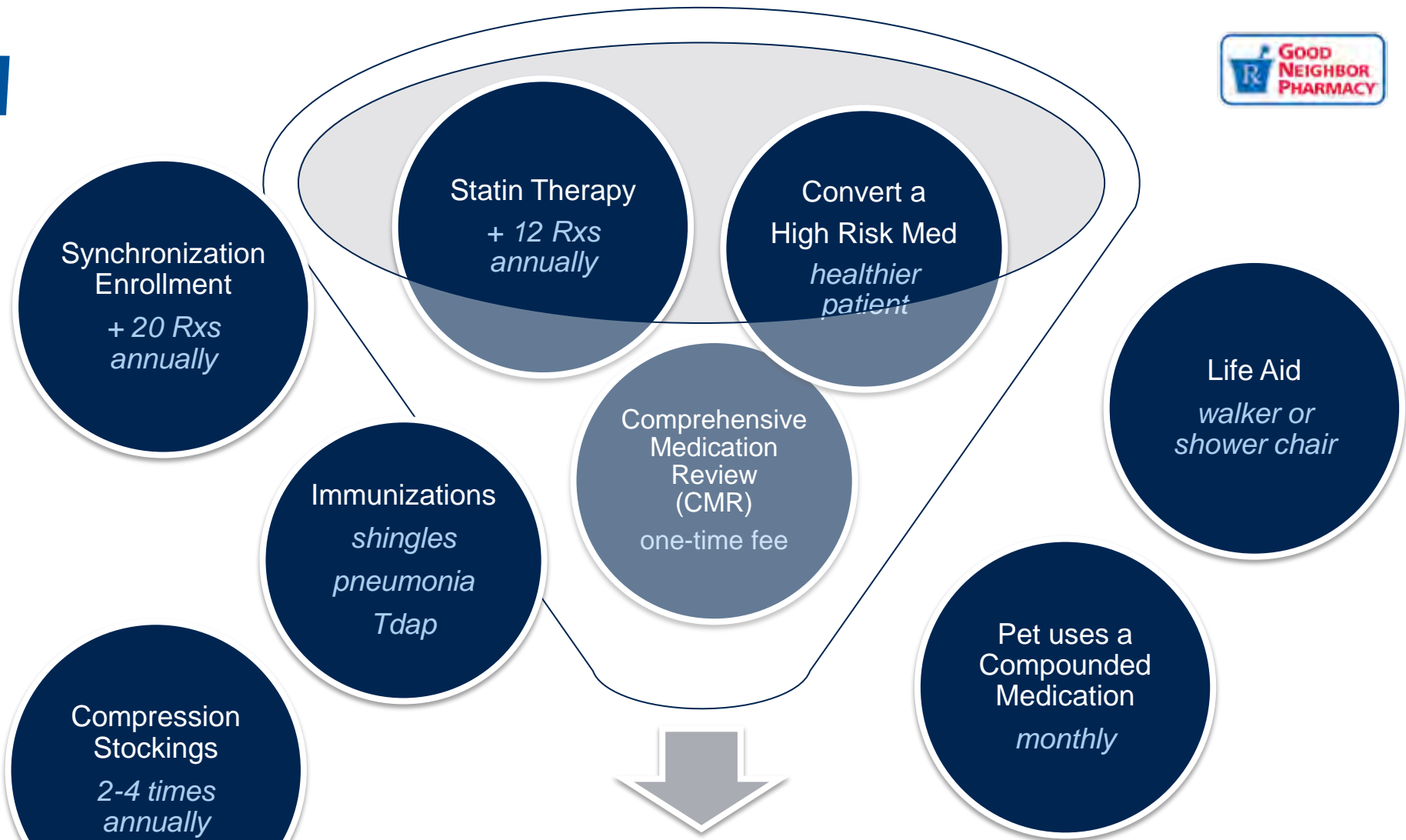
- Synchronization
- Compliance Packaging
- Immunizations
- Compounding Solutions

DME

- Diabetic Socks
- Compression Stockings
- Therapeutic Shoes
- Equipment

Services

- Counseling
- Plan Review
- Home Delivery
- Monthly Billing
- Vacation Fills



Pharmacy Value

Opportunity of MTM



▪ BOTTOM LINE

At what other times are you taking the time to interview your patients to **detect adherence barriers, omissions in therapy, and disease-prevention opportunities** and **identify and market your pharmacy's solutions, products, and services** to benefit the health of the patient?

So why not get paid to do it?!

Best Practices of MTM



▪ Scheduling Patients

Call to schedule patients **2-3 days in advance**

Call **3-5 patients weekly** to schedule CMRs or discuss interventions

▪ Always Assume Acceptance

Identify if patient has meds in “will call” OR when the patient may be coming in to pick up chronic medications – **make it convenient for the patient!**

“I see you have a prescription to pick up, would you be able to plan to spend a few minutes with me at that time? What day will you be stopping in?”

“Would you be able to meet with me on Tuesday morning?”

Best Practices of MTM



▪ Leverage Staff and Technology

Utilize pharmacy software to document any outstanding calls to patients or recommendations - as simple as using the “notes” field on the patient profile

“LM to schedule MTM CMR” OR “LM to discuss statin omission”

Utilize pharmacy staff to schedule patients and be an advocate of MTM

▪ Simplify Documentation

Utilize platform features to efficiently document interaction – “Clinical Quick Pick” in MirixaPro allows editable, pre-populated clinical texts specific to disease state to be added to the MAP

▪ MAKE PROGRESS EVERY WEEK!

Track completion and recognize successes!

Set Achievable Goals

To Enhance Pharmacy Performance



Develop a Strategy



Login to Platforms
Regularly

Schedule Time
Each Week
for MTMs

Identify Strategies
for Efficiencies

Develop a mindset for identifying opportunities for pharmacy products and unique services!

Make progress every week!

OutcomesMTM® Tutorials



Resources Training Help

MOUNDSVILLE PHARMACY (Pharmacist)

Dashboard MTM Opportunities Patients MTM Claims

Welcome Katie!

2 Claims to review & resubmit

4 Patients in progress

0 Scheduled

Enrolled in Reference Monitoring

MOUNDSVILLE PHARMACY
Total Patients: 79

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 **\$395 of potential revenue**.

Patient Name	Date of Birth	Phone	MTM Opportunities
BURGARD, JOSH	05/22/1987	304-337-9000	Needs CHR, 1 TIP >
DOBBS, DONALD	12/06/1988	304-496-7776	Needs CHR >
TURNER, ANGELA	08/03/1978	740-994-3999	Needs CHR >
WISL, EMERY	04/11/1983	304-337-1434	Needs CHR >
YELLERIN, THOMAS	12/11/1980	740-338-7878	Needs CHR >



MirixaPro® Tutorials



The screenshot shows the MirixaPro web application interface. At the top, there is a navigation bar with links for 'My Account', 'Contracts', 'Tools', 'Training and Support', and 'Sign Out'. Below this, the user is identified as 'Katie Kacmar' from 'BOONSVILLE PHARMACY'. A main navigation bar includes 'Home', 'Cases', 'Notifications (13)', 'Calendar', and 'Pro'. The main content area is divided into several sections:

- Case Summary:** A table showing 'Action Needed' with counts for 'Due within 7 days', 'Overdue', and 'Progress required'. Below it, 'Open Cases' are listed as 'Not started', 'In progress', and 'Total'.
- Active Programs:** A list of programs including 'Aetna 30-90 Day Conversion Program', 'Aetna Commercial MTM Program', 'Aetna Commercial MTM Targeted Medication Review', 'CVS Caremark Aetna 2016 MTMP', and 'CVS Caremark AvMed 2016 MTMP'.
- Training & Support:** A section titled 'Receive Training When and Where it's Convenient' with a list of resources: 'Live online training', 'Training Materials', and 'The MirixaPro Support Center'.
- Best Practice Resources:** A section titled 'Resources to Help You Provide Patient Care Services' with a link to 'Clinical Reference and Resource page' and a list of resources: 'Condition specific clinical reference guides' and 'Various other documents to assist you'.
- What's New:** A section titled 'News and Reminders' with two items: 'CMS FAQs on the Standardized Format (PML/MAP) with helpful tips for documentation' and 'MirixaPro version 5.10 is now live with new features', both with 'Learn more' links.
- Patient care programs available now on MirixaPro:** A section with a 'Learn more' link.
- Payment Information Now Available!** A section with text about querying, viewing, and downloading payment information, and a 'Learn more' link.

Tutorials and DEMOS

PrescribeWellness Pharmacy Now



A screenshot of the Elevate Provider Network interface. The top navigation bar includes the Elevate logo, 'Elevate Provider Network', and several icons: a red notification bell, a speech bubble, a gift, and a house. Text labels include 'Elevate', 'Patient Engagement Center', 'Now' (highlighted with a blue background and a dark blue arrow pointing to it), 'Growth', 'StarWellness', and 'PrescribeMedicare'. Below the navigation bar, the date 'Yesterday, June 5, 2016' is displayed. A notification for 'MTM - New Cases (3)' is visible on the left. The main content area is mostly blurred.



Good Neighbor Pharmacy Events



Events

Continue to expand your knowledge of industry topics by attending an event hosted by *Good Neighbor Pharmacy*. Click here to view our current list of upcoming events.

[View Events](#)



Resources

Log onto the Resources page to access webinars with industry experts, white papers and much more. The Resources page is continually being updated so check back often.

[View Resources](#)



MTM and Other Star Ratings Measures – How is your Pharmacy Doing?

Slides from MTM and Other Star Ratings Measures - How is your Pharmacy Doing? - Mirixa Overview

Date Added: 03/29/16

Category: Webinar Slides

▼ DOWNLOAD

MTM Performance & Their Impact on Star Ratings 2016 & Beyond - OutcomesMTM Overview

Listen as Dan Rodriguez, RPh, BPharm, Senior Associate of Network Performance at Outcomes MTM discusses the importance of MTM and its impact on Star Ratings.

Date Added: 03/22/16

Category: Webinar Recording

▶ PLAY

MTM Performance & Their Impact on Star Ratings 2016 & Beyond - OutcomesMTM Overview

MTM Performance & Their Impact on Star Ratings 2016 & Beyond - OutcomesMTM Overview

Date Added: 03/22/16

Category: Webinar Slides

▼ DOWNLOAD

CMS Star Ratings and EQuIPP: What's New for 2016

Amy Scott, RPh, Pharmacy Quality Consultant with PQS, discusses the changes to Star Ratings for 2016, new CMR completion rate measure & new features of EQuIPP & how it helps you track Star performance

Date Added: 12/30/15

Category: Webinar Recording

▶ PLAY

MTM Platforms Help Desk



MirixaPro®

General/technical support:

866-218-6649

8:30 – 5:30 pm EST, M-F

support@mirixa.com

OutcomesMTM®

General/technical support:

877-237-0050

7:00 – 7:00 pm CST, M-F

info@outcomesmtm.com

Questions?

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AmerisourceBergen®

Where knowledge,
reach and partnership
shape healthcare delivery.