

## Medication Management Issues and Opportunities

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## Objectives

- ◆ Define medication therapy management (MTM) services.
- ◆ Discuss how to get MTM services started in a community setting.
- ◆ Describe available MTM billing platforms for community pharmacies.

## Medication Therapy Management (MTM)

- ◆ A service provided by pharmacists working collaboratively with physicians and other healthcare professionals to optimize medication use, in accordance with evidenced-based guidelines, and patient outcomes.
  - A model to empower patients to take an active role in managing their medications.

## Qualifying Criteria

- ◆ Medicare:
  - Annual Rx cost - \$4,000
  - # chronic meds

## MTM – Above & Beyond

- ◆ More than dispensing & counseling
- ◆ Patient-centered
- ◆ Improves collaboration
- ◆ Empowers patients
- ◆ Optimizes outcomes

## MTM - Setting

- ◆ Face-to-face
  - Pharmacy
  - Home visit
- ◆ Private area
  - Hx
  - Assessment
  - Intervention Plan

## MTM Service Model

- ◆ Example model
- ◆ Established by APhA & NACDS
- ◆ Version 2.0
- ◆ Published 2008

Medication Therapy Management in Pharmacy Practice

- Core Elements of an MTM Service

## MTM Service


1. Medication therapy review (MTR)
2. Personal medication record (PMR)
3. Medication-related action plan (MAP)
4. Intervention &/or referral
5. Documentation and follow-up

## 1. MTR

### Medication Therapy Review

Stages:

- ◆ Review profile in advance
- ◆ Meet with patient
- ◆ Follow-up research



## 1. MTR

### Medication Therapy Review

- ◆ A **systematic process** of collecting patient-specific information<sup>a</sup>, assessing medication therapies<sup>b</sup> to identify medication-related problems<sup>c</sup>, developing a prioritized list of medication-related problems, and creating a plan<sup>d</sup> to resolve them.

## 1. MTR: Comprehensive

- ◆ 1a. Patient Information
  - Chief Complaint
  - Background
    - ◆ Subjective- PMH, FH, SH, allergies
    - ◆ Objective- labs, SMBGs, BP, wt, ht

## 1. MTR: Comprehensive

- ◆ 1b. Assess Therapy (ALL meds)
  - Appropriateness
    - ◆ Indication
    - ◆ Effectiveness
    - ◆ Safety
    - ◆ Convenience
    - ◆ Affordability
  - Untreated or undiagnosed conditions



### 3. MAP

#### Medication-related Action Plan

- ◆ A patient-centric document containing a list of actions for the patient to use in tracking progress for self-management.



MY MEDICATION-RELATED ACTION PLAN	
Name: _____	
Doctor (Physician): _____	
Pharmacy (Pharmacist/PharmD): _____	
Date Prepared: _____	
<p>The list below has important Action Steps to help you get the most from your medications. Follow the checklist to help you work with your pharmacist and doctor to manage your medications. Add more action of your action plan to each item on your list.</p>	
Action Steps	Notes
What I need to do:	What I did and when I did it:
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
My Next Appointment with My Pharmacist is on _____ (date) at _____ (time) <input type="checkbox"/> AM <input type="checkbox"/> PM	

Medication-related Action Plan

### 3. MAP

- ◆ Scale 1-10
  - How confident are you that you can do each goal?
  - How confident are you that you will do each goal?

### 4. Intervention & Referral

- ◆ The pharmacist provides consultative services and intervenes to address medication-related problems; when necessary, the pharmacist refers the patient to a physician or other healthcare professional.



### Provider Communication

- ◆ Fax
- ◆ Phone
- ◆ E-mail
- ◆ Letter
  - Sent to office
  - Sent with pt. visit



### Provider Communication

- ◆ Evidence-based recommendations
- ◆ Recognize provider-patient relationship
- ◆ Emphasize teamwork and collaboration
- ◆ Recognize you may be missing information
- ◆ Opportunities to optimize drug therapy
- ◆ Appropriate language and technique



### Example M.D. letter

Dr. full name Fax: MD fax # date

Dear Dr. name:

Your patient, patient name (DOB), has drug insurance coverage through ins. name which covers MTM\* pharmacy services. After review, some changes to the current drug regimen may help. Please respond to each recommendation, then fax this form to fax #.

\*MTM is medication therapy management services provided by a pharmacist including a comprehensive review of medications for any drug related problems.

### Example M.D. letter

1. Urinary incontinence – start Vesicare  
 comments: Patient previously tried Oxytrol patch and oxybutynin tabs D/C due to extreme dry mouth; symptoms continue. Vesicare (solifenacin) mechanistically acts different than other medications used for overactive bladder, causing less anticholinergic side effects.


Physician response:  
 add Vesicare 5mg 1 tab daily  refills  
 No treatment recommended.

\_\_\_\_\_  
 Physician signature Date


Thank you for your consideration. Please call -- if you have any questions or concerns.

### 5. Documentation & Follow-up

- ◆ MTM services are documented in a consistent manner, and a follow-up MTM visit is scheduled based on the patient's medication-related needs, or the patient is transitioned from one care setting to another.







### MTM Billing



- ◆ Slow to develop
- ◆ Medicare officially recognized 2003
- ◆ 3<sup>rd</sup> party payers – limited acceptance

### MTM Billing

- ◆ Insurance coverage
  - CCRx
  - Optima
  - Humana
  - others
- ◆ Cash

### MTM Billing Platforms




# MIRIXA®

Sponsored by NCPA  
MirixaPro®  
CCRx  
([www.mirixa.com](http://www.mirixa.com))

## MIRIXA- Pt. Profile

- ◆ Drug list
- ◆ Disease states
- ◆ Allergies
- ◆ Safety alerts
  - Red flags
  - Green flags



## MIRIXA- Chart Note

- ◆ After MTM encounter
  - Information entered into pt. profile
    - ◆ Additional comments
  - Created based of information:
    - ◆ Chart Note
    - ◆ PMR
    - ◆ MAP



## MIRIXA- Billing

- ◆ All required fields must be completed
- ◆ Easy-click of a button
- ◆ Current reimbursement: \$55-65



# OUTCOMES®

Supported by Outcomes Pharmaceutical  
Health Care®  
Humana  
([www.getoutcomes.com](http://www.getoutcomes.com))

## OUTCOMES

- ◆ 3 Billing Opportunities
  - "Med Check-up"
    - ◆ Targeted Intervention Program (TIP)
  - Prescriber Consultation
    - ◆ Drug therapy problem (DTP)
  - Patient Education and Monitoring

## OUTCOMES

- ◆ Dashboard
  - Patient Profile
  - Pending TIPS
  - MTM Profile
  - Rx History
  - Labs
  - Calendar
  - Notes



## OUTCOMES- Billing

- ◆ Claim Submission side bar
  - Drop-down list
  - CMS 1500 Billing form
- ◆ Billed within 14days of encounter
- ◆ Current reimbursement: \$55-65

## MTM Future

- ◆ MirixaEdge® New MTM Platform 2010
  - Create cases for ANY patient
  - Chronic disease state management
- ◆ Insurance coverage expansion



## Barriers

- ◆ Patients lack of perception
- ◆ Lack of acceptance
- ◆ 3<sup>rd</sup> party payers- skeptical
- ◆ Few MTM service providers

## Business Plan

- ◆ Space
- ◆ Resources & Time
- ◆ Workflow adjustments
- ◆ S.W.O.T. analysis
- ◆ Fee schedule



## MTM Resources

- ◆ VPhA ([www.vapharmacist.com](http://www.vapharmacist.com))
- ◆ APhA ([www.pharmacist.com](http://www.pharmacist.com))
- ◆ ASCP ([www.ascp.com](http://www.ascp.com))
- ◆ NASPA ([www.naspa.org](http://www.naspa.org))
- ◆ CMS ([www.medicare.gov](http://www.medicare.gov))

