



2010 Medication Therapy Management Program (MTMP)

Physicians United Plan 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 between their medicines. This program is managed and conducted by licensed pharmacists and certified pharmacy technicians.

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
- Member's medications suggest that they have 3 of 4 medical conditions (diabetes, high blood pressure, high cholesterol, or heart failure)
- Member's 3-month total Part D drug cost is equal to or greater than \$750.

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

What happens in the MTMP program?

1. Physicians United Plan mails eligible members an MTMP welcome packet outlining the program including contact information for the member. Opt-out information will be provided.
 - 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.

Comprehensive Medication Review

2. An MTMP representative calls the eligible member, or member's designees 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.

MTMP Member Education Mailings

7. MTMP members (or member's designee) will receive medication information on multiple health topics based on the member's 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 physician of MTMP eligible members will be provided clinical information on medical conditions that impact their members.

Medication therapy management 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 also 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 Physicians United Plan toll-free at 1-866-571-0693 or 1-866-671-0693 for TTY users. We are open Monday- Sunday, 8 a.m.- 8p.m.