

Adherence

myMTMcare's pharmacists are highly skilled at performing CMRs and addressing any adherence problems that are present, but sometimes that approach just isn't enough to keep patients on track throughout the year. In addition, there are patients who aren't MTM eligible, but still count in stars adherence measures and who need this valuable service.



Our Responsibilities:

Our Stars Improvement Program for Adherence (SIP-A) will connect our skilled pharmacists with your patients identified as at risk for missing the 80% MPR goal. Our team will follow these patients throughout all four quarters of the year, identifying barriers to compliance. By working intimately with each individual patient, we will get to the core of the issue: lack of compliance is often due to multiple factors such as, cost, side effect management, misunderstanding of directions from physician, health literacy, and complicated dosing regimens.

Our expert pharmacists will establish themselves as a caring member of the patient's healthcare team and aid them in overcoming these barriers. Additionally, the pharmacist will contact the pharmacy and/or prescriber, where appropriate, to facilitate the on-time refills of the target medication. In cases where the patients have a problem with their pharmacy or other concern with obtaining their medications that cannot be addressed by the myMTMcare pharmacist, the patient will be referred to the healthplan for case management.

myMTMcare staff will make multiple attempts to connect patients with our pharmacists once per quarter to support patients' continued adherence. Additionally, this quarterly review will include a review of prescription claims in the CSS platform to verify whether the patient is meeting the 80% MPR threshold.

PLAN RESPONSIBILITIES

Provide myMTMcare with a patient list and additional information provided by the Pharmacy Benefit Manager (PBM) on at-risk patients that will help us to identify and provide on-time services to maximize the benefits of our outreach.

Documentation & Reporting:

All SIP-A services will be documented in the CSS platform under the non-MTM program. Some members will be eligible for both MTM and non-MTM services. However, each patient has only one chart, so it is readily apparent to our team which services the patient is eligible for and which services the patient has already received.

All outreach will be documented as a targeted medication review (TMR) assessment. The pharmacist will make detailed notes as to the recommendations made to the patient and any outreach made to the pharmacy/provider.

Our team will provide quarterly reports on all program progress. All claims will be left open during the outreach and follow-up process. Claims will only be closed by the automated claims verification process that is run by CSS at the end of the year.

Call us toll free at (866) 216-2819 or email us at info@mymtmcare.com



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