DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Medicare & Medicaid Services



MLN Matters® Number: SE1229 Revised Related Change Request (CR) #: N/A

Related CR Release Date: N/A Effective Date: N/A

Related CR Transmittal #: N/A Implementation Date: N/A

A Physician's Guide to Medicare Part D Medication Therapy Management (MTM) Programs

Note: This article was revised on August 24, 2017, to provide updated information, primarily in the new "Part D Enhanced Medication Therapy Management Model" section on page 5. All other information is unchanged.

Provider Types Affected

This MLN Matters® Article Special Edition about Medication Therapy Management (MTM) services is intended for physicians, pharmacists, nurses, and other health care providers who treat Medicare beneficiaries with Part D coverage.

Provider Action Needed

This MLN release is intended to make you aware of Medicare Part D MTM programs that will affect your patients, and introduce you to three MTM forms that your patients are likely to share with you.

Your patients may ask you if they would benefit from MTM services. If you have patients enrolled in Part D MTM programs, you may also be contacted by MTM providers who are required to monitor patients' medication therapies from all their health care providers. This may result in recommendations that are shared with you about unsafe or dangerous interactions and therapeutic alternatives. Your patients may also receive recommendations about how to use their medications properly.

Disclaimer

MTM Providers Are Important Partners with You

MTM providers work with physicians to deliver the best medication therapy to patients and to coordinate their medication therapy across multiple practitioners. The latest clinical information is used by MTM providers when reviewing patients' medication therapy, such as updates to the Beers criteria for high-risk medications and revised monographs for old and new medications. MTM providers also listen to patients' concerns about their medications and may offer recommendations to physicians and patients to help achieve their goals of therapy. As always, physicians make the final decisions about changes in drug therapy.

When Will MTM Providers Contact You?

Your patients enrolled in MTM may receive an interactive <u>comprehensive</u> medication review (CMR) any time during the year.

- The MTM provider may reach out to you in order to clarify your patient's medical history prior to a review or information received from your patient during the review, such as why and how they are supposed to use their medications.
- After a CMR, the MTM provider may contact you with questions or recommendations about your patient's medications, or your patient may call you to discuss suggestions they received from the MTM provider.

<u>Targeted</u> medication reviews (TMRs) are processed throughout the year, at least quarterly, to identify specific or potential medication-related problems. You may be contacted by the MTM provider if a TMR identifies a potential medication-related problem for your patient.

Other communications may be sent to you periodically throughout the year. These communications are intended to help resolve other potential medication-related problems or identify other opportunities to optimize your patient's medication use.

What Materials Will My Patients Receive?

If your patients are enrolled in a Part D MTM program, they will receive a printed standardized summary, Form CMS-10396, as a reference about their CMR. This summary will include a Cover Letter, Medication Action Plan, and Personal Medication List. Your patients are encouraged to share these documents with you and other healthcare providers at their regular visits and request updates as needed. Examples of the three forms follow:

Disclaimer

Cover Letter

• The Cover Letter reminds your patient of their CMR, introduces the Medication Action Plan and Personal Medication List, and describes how to contact the MTM program.

Dr. Jane Doe 1500 Main Street Anytown, MD 21201



January 30, 2017

Mr. John Smith 999 Straight Road Washington, DC 80008

Dear Mr. Smith:

Thank you for talking with me on January 20, 2017 about your health and medications. Medicare's MTM (Medication Therapy Management) program helps you understand your medications and use them safely.

This letter includes an action plan (Medication Action Plan) and medication list (Personal Medication List). The action plan has steps you should take to help you get the best results from your medications. The medication list will help you keep track of your medications and how to use them the right way.

- Have your action plan and medication list with you when you talk with your doctors, pharmacists, and other healthcare providers in your care team.
- Ask your doctors, pharmacists, and other healthcare providers to update the
 action plan and medication list at every visit.
- Take your medication list with you if you go to the hospital or emergency room.
- Give a copy of the action plan and medication list to your family or caregivers

If you want to talk about this letter or any of the papers with it, please call Dr. Jane Doe at 1-800-222-3333 between the hours of 9am and 5pm, Monday through Friday. I look forward to working with you, your doctors, and other healthcare providers to help you stay healthy through the Birchwood Medicare Plus MTM program.

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Sincerely, Jane Doe Jane Doe, PharmD Pharmacy Manager

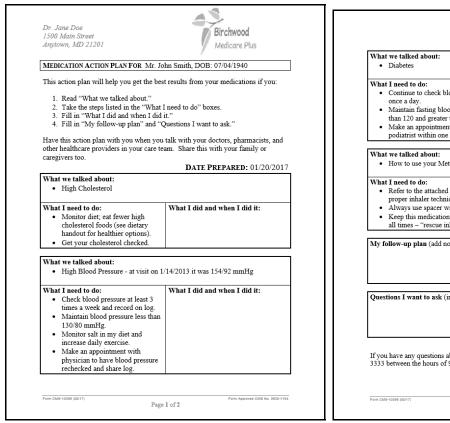
Form CM8-10396 (08/17)

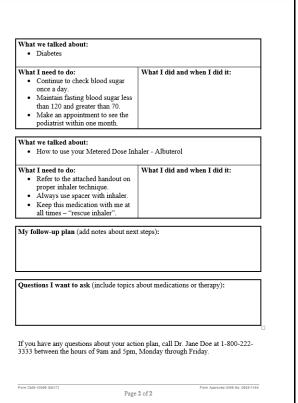
Form Approved OMB No. 0938-1154

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Medication Action Plan

- The Medication Action Plan describes the specific action items for your patient to help resolve issues of current drug therapy and achieve the goals of medication treatment. Your patient can keep notes of their progress and use it to clarify and discuss any concerns about their medications and treatment plans with you.
- The MTM provider will send separate recommendations to you if needed.





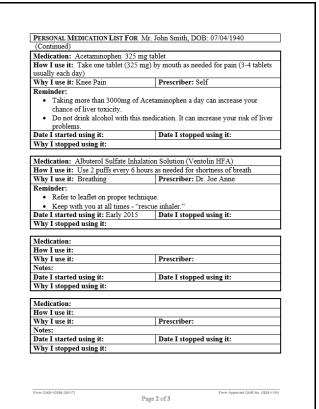
Personal Medication List

• The Personal Medication List is a reconciled list of the medications used by your patient at the time of the review. Information from your patient, Medicare Part D claims data, or other sources may be used to develop the list. It is intended to help your patient understand their medications and how they relate to their treatment plans. Your patient can make notes on their Personal Medication List such as when and why they stopped taking a medication.

Disclaimer

• You can use the Personal Medication List as verification of your patient's current medication regimen and provide written adjustments, as needed. The medication list can also improve communication with you and other healthcare providers seen by your patient.

| 1500 Main Street Anytown, MD 21201 | Medicare Plus | |
|--|---|-----|
| PERSONAL MEDICATION LIST FOR ME | Inha Smith DOP: 07/04/1040 | ¬ |
| PERSONAL MEDICATION LIST FOR MI | r. John Smith, DOB: 07/04/1940 | |
| This medication list was made for you from Medicare Part D claims data. | after we talked. We also used information | |
| Use blank rows to add new medications. Then fill in the date you started using them. Cross out medications when you longer use them. Then write the and why you stopped using them. Ask your doctors, pharmacists, a other healthcare providers in you care team to update this list at ev | prescription medications over the counter drugs date herbals vitamins minerals | |
| with your family or caregivers too. | foom, take this list with you. Share this | |
| | | |
| with your family of caregivers too. | DATE PREPARED: 01/20/201 | 7 |
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How Do You Refer Patients to MTM Services?

Calling the prescription drug plan directly is the best way to find out if your patient is eligible for that plan's MTM services. You can also refer your patient to their local State Health Insurance Assistance Program (SHIP) office. A local SHIP counselor can be found by searching the following website: https://www.shiptacenter.org.

Part D Enhanced Medication Therapy Management Model

Certain plans in Arizona, Florida, Iowa, Louisiana, Minnesota, Montana, Nebraska, North Dakota, South Dakota, Virginia, and Wyoming are participating in a new test to determine if expanded MTM services can help improve health outcomes and reduce health care expenditures. Participating plans are permitted to target enrollees using a different criteria than the standard MTM program and offer additional services beyond the CMR and TMR to improve their medication usage. If one of your patients is enrolled in a participating plan, the Part D plan may reach out to you to better coordinate care and improve information sharing.

Disclaimer

Summary

Medicare Part D MTM programs promote coordinated care and improve medication use through services that engage the patient, their physicians, and other healthcare providers. You may see three forms that your patients will receive if they are enrolled in a Part D MTM program and have received a CMR. These forms are intended to provide the patient with information about their medication use and also be used as a platform for discussion with you and their other health care providers.

Additional Information

For additional information about Medicare Part D MTM programs and the standardized CMR summary documents, go to http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/MTM.html on the CMS website.

Please send any general questions about Part D MTM programs to <u>Part D MTM@cms.hhs.gov</u>. Questions about a specific plan's MTM services or eligibility criteria should be addressed to that Part D plan.

Document History

| Date of Change | Description | |
|------------------|---|--|
| August 24, 2017 | The article was revised to provide updated information primarily in the new | |
| | "Part D Enhanced Medication Therapy Management Model" section on | |
| | page 5. | |
| October 11, 2012 | Initial Article issued | |

Disclaimer