Humana Pharmacy Solutions

Medication Therapy Management:
Comprehensive and targeted medication review patient engagement options

At Humana Pharmacy Solutions®, supporting you in the improvement of patient outcomes is our goal, especially in patients with multiple chronic conditions. Physician practices can help impact medication-related outcomes for eligible patients by participating in Humana's Medication Therapy Management (MTM) program in two different ways:

1. **Schedule a comprehensive medication review (CMR)**
   During an office visit, call **855-202-2510**, Monday – Friday, 8 a.m – 7 p.m., Eastern time, to schedule or connect an eligible patient with our clinical team of pharmacists.
   The patient must be available to give consent to the pharmacists. Please provide two of the following identifiers to authenticate the patient's identity:
   - Patient's name
   - Patient's Humana member ID
   - Patient's date of birth
   - Patient's ZIP code

2. **Conduct a CMR/TMR via OutcomesMTM®**
   Qualified healthcare professionals (M.D., D.O., NP, RN, RPh, Pharm.D) can sign up to conduct CMRs and targeted medication reviews (TMRs) for eligible patients online at www.OutcomesMTM.com and:
   - Receive up to $60 for each completed CMR performed in the office*
   - Receive up to $20 for each completed TMR performed in the office†

Why MTM?

85% of patients had one or more medication therapy problems SERT identified by MTM services[1]

55% of patients who had not reached certain clinical goals when they enrolled in the MTM program improved during the course of MTM services[1]

93.3% of respondents agreed or strongly agreed that their overall health and well-being had improved because of MTM services[1]

Payment amount depends on the type of TMR. For patient education and adherence check-in for targeted intervention problems, reimbursement is $10. Prescriber consultations with a drug therapy change are paid at $5 per consult, plus a $15 validation fee, if the drug therapy change is confirmed with pharmacy claims data.

Pharmacy technicians and other support staff can play an important role in MTM through scheduling and documentation support.

For more information on this online option, please call **515-237-0001** or email clinics@outcomesmtm.com.

Getting started with OutcomesMTM
To get started with OutcomesMTM, just provide some basic information to ensure you receive the appropriate contract:

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- Your practice was referred by Humana to join the OutcomesMTM network to provide MTM services.
- After you're registered with OutcomesMTM, you will need to complete the required free training with OutcomesMTM. Providers who complete CMRs are subject to Humana quality reviews and are expected to have a quality score of 95% or higher to ensure they are providing the best patient experience and are complying with Humana and Centers for Medicare & Medicaid Services (CMS) requirements.

Prior to providing MTM services, providers are required to complete one to two quality assurance sessions to be trained on Humana and CMS requirements. To schedule this training, please send an email to cmrquality@humana.com.

After completing the required training sessions, please contact clinics@outcomesmtm.com to get started providing MTM services.

* This can be done during an in-person, virtual or telephonic office visit.
† MTM volume could vary based on the Humana Medicare Advantage plans available for the contracted provider.

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Frequently asked questions

What is the difference between a CMR and a TMR?

A CMR is a real-time, interactive medication review performed by a qualified healthcare professional to assess a patient's medications, including prescriptions, over-the-counter medications, herbal therapies and dietary supplements. The review is intended to aid in assessing medication therapy and optimizing patient outcomes.

A TMR is an ongoing monitoring process with outreach made to the patient and/or prescriber about a specific or potential medication-related problem without a comprehensive assessment of the patient's medications. TMRs can:
- Assess medication use
- Monitor whether any unresolved issues need attention
- Determine if new drug therapy problems have arisen
- Assess if the beneficiary has experienced a transition in care

Who is eligible?

Humana-covered Medicare Advantage prescription drug (MAPD) plan and prescription drug plan (PDP) patients meeting all of the following criteria:

Have at least three of the following chronic diseases:
- Mental health (bipolar disorder), hypertension, dyslipidemia, bone disease (osteoporosis), COPD; **and**
- Patients taking eight or more chronic/maintenance (Part D) drugs; **and**
- Patients likely to have annual Part D medication costs of $4,696 or more in 2022

References

1. Djenane Ramalho de Oliveira et al., "Medication therapy management: 10 years of experience in a large integrated health care system," *Journal of Managed Care Pharmacy* 16(3) (2010): 185-195.

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