

# Medication Therapy Management

## Comprehensive and targeted medication review (TMR) patient engagement options

At Humana, 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 **855-576-4042**, Monday – Friday, 9 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 Outcomes

Providers may conduct a comprehensive medication review and document with Outcomes®. For more information on this option, please call **515-237-0001** or email [clinics@outcomesmtm.com](mailto:clinics@outcomesmtm.com).\*

Provider groups contracted to complete CMRs via Outcomes are not guaranteed exclusivity with regard to completing CMRs for their patients. CMR completions are a plan-level versus group-level measure, and Humana's MTM program works with multiple CMR providers to complete CMRs and increase the plan's overall Star rating. Please keep this in mind when considering the opportunity to become a CMR provider via Outcomes and adding resources to assist in CMR completions.



## Why MTM?

85% of patients had one or more medication therapy problems identified by MTM services.<sup>1</sup>

55% of patients who had not reached certain clinical goals when they enrolled in the MTM program improved during the course of MTM services.<sup>1</sup>

93.3% of respondents agreed or strongly agreed that their overall health and well-being had improved because of MTM services.<sup>1</sup>

# Humana

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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 plan and prescription drug plan patients meeting all of the following criteria:

Have at least three of the following chronic diseases:

- Depression, chronic heart failure, diabetes, osteoarthritis, chronic obstructive pulmonary disease (COPD); **and**
- Patients taking eight or more chronic/maintenance (Part D) drugs; **and**
- Patients likely to have annual Medicare Part D medication costs of \$5,330 or more in 2024.

Please direct patient to call **888-686-4486 (TTY: 711)**, Monday – Friday, 9 a.m. – 7 p.m., Eastern time, or visit **Humana.com/MTM**.

#### Reference

1. Djenane Ramalho de Oliveira, Amanda R. Brummel and David B. Miller, "Medication Therapy Management: 10 Years of Experience in a Large Integrated Health Care System," *Journal of Managed Care & Specialty Pharmacy* 26, no. 9 (August 2020): 1057–1066, accessed Dec. 4, 2023, doi: 10.18553/jmcp.2020.26.9.1057.

\* Providers may be required to complete training before completing CMRs with Outcomes.

