Medication Therapy Management: The Important Role of the Pharmacy Technician

Nancy Myers, PharmD, MBA, BCPS, CDE
Katrina Harper, PharmD, MBA

Objectives

• Define Medication Therapy Management (MTM) and its Core Elements
• Review the importance of MTM and patients who may benefit the most
• Describe how pharmacy technicians can identify patients who are eligible for MTM
• Review examples of indications for services and how pharmacy technicians can assist
• List and review duties the pharmacy technician can perform to assist with MTM

Medication Therapy Management (MTM)

• Medicare population
  – Average of 5 or more medications
  – Increased risk for medication related problems
• Hundreds of billions of dollars wasted annually because of misuse of medication
• $1.5 million due to annual preventable medication ADRs
Medication Therapy Management (MTM)

- MTM is a patient-centric and comprehensive approach
  - To improve medication use
  - Reduce the risk of adverse events
  - Improve medication adherence
  - Improve patient outcomes
  - Reduce overall health care costs

Medication Therapy Management (MTM)

- Term introduced in the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA)
  - Included MTM services in Part D benefit
- Section 10228 of the Affordable Care Act expanded MTM services effective January 1, 2013
  - Required that all targeted beneficiaries be offered a comprehensive medication review (CMR)

Medication Therapy Management (MTM)

- Under the Part D quality improvement requirement 42 CFR 423.153(d), a Part D sponsor must establish an MTM program that:
  - Ensures covered Part D drugs are used to optimize therapeutic outcomes through improved medication use,
  - Reduces the risk of adverse events,
  - Is developed in cooperation with licensed and practicing pharmacists and physicians,
  - May be furnished by pharmacists or other qualified providers.
MTM Eligibility

- Medicare Part D enrollees
  - Multiple chronic diseases
    - More than one
    - Three chronic diseases being the maximum number a Part D plan sponsor may require for targeted enrollment
  - Take multiple Part D drugs
  - Are likely to incur annual costs for covered Part D drugs that exceed a predetermined level are targeted for the MTM programs
- The 2014 MTM program threshold is use of medications that cost more than $3,017 for the year combined (patient's costs and plan's costs).

MTM Eligibility

- The CMS eligibility targeting requirements are established as the minimum threshold. Sponsors may also offer MTM services to an expanded population of beneficiaries who do not meet the eligibility criteria under section 423.153(d).
- In 2013, almost one-quarter of MTM programs use expanded eligibility requirements beyond CMS’ minimum requirements.
- MTM services should be considered for any patient with actual or potential medication-related problems.

MTM Eligibility

- Sponsors must offer a minimum level of MTM services to all targeted beneficiaries:
  - Interventions for beneficiaries and prescribers,
  - An annual comprehensive medication review (CMR) -interactive, person-to-person, or telehealth consultation performed by a pharmacist or other qualified provider for the beneficiary with an individualized, written summary in CMS’ standardized format,
  - Quarterly targeted medication reviews (TMRs) with follow-up interventions when necessary.
**Medication Therapy Management (MTM)**

- MTM is **NOT**
  - Patient Counseling
  - Focus on drug products
  - One-way communication
  - Offer to counsel
  - Provider follow-up not required
- Brown Bag Medication Review
- Disease Management Programs

**MTM Core Elements**

- Comprehensive Medication Review (CMR)
- Personal Medication Record (PMR)
- Medication-Related Action Plan (MAP)
- Intervention and/or Referral
- Documentation and Follow-up

**Comprehensive Medication Review (CMR)**

- Also referred to as Medication Therapy Review (MTR)
- Systematic process of collecting patient-specific information
- Assessing medication therapies to identify medication-related problems
- Developing a prioritized list of medication-related problems
- Creating a plan to resolve them with the patient, caregiver and/or prescriber
- Interactive person-to-person or telehealth medication review and consultation conducted in real-time between the patient and/or other authorized individual, such as prescriber or caregiver, and the pharmacist or other qualified provider
- Designed to improve patients’ knowledge of their prescriptions, over-the-counter (OTC) medications, herbal therapies and dietary supplements
- Designed to identify and address problems or concerns that patients may have
- Designed to empower patients to self-manage their medications and their health conditions
Comprehensive Medication Review (CMR)

- All beneficiaries must receive a CMR, including beneficiaries in LTC settings, and the CMR written summary must be provided in CMS’ standardized format.
- Providing the standardized format is expected to elevate the level of service for the delivery of the CMR.

Personal Medication Record (PMR)

- Given to patient at the end of CMR
- A comprehensive document listing the patient’s medications, including prescription, nonprescription, herbal, and dietary products
- Portable record of all the patient’s medications with a summary of important details
- Written so the patient understands its contents
  - Tool used by patient to self-manage medications
  - Improves continuity of care
**Medication-Related Action Plan (MAP)**

- Given to patient at the end of CMR
- Specific information for the patient to use for optimizing medication self-management
  - Medication related problems identified
  - Proposed actions
  - The person responsible for action
  - Other pertinent information
- Empowers patients to monitor their own progress toward meeting the goals of therapy

**Intervention and/or Referral**

- The pharmacist intervenes to resolve, minimize, or avoid medication-related problems identified during CMR
- The pharmacist may need to refer the patient to another healthcare professional
- The communication of appropriate information to the prescriber is integral

**Documentation and Follow-up**

- A chronological record of the pharmacist’s care
  - SOAP note
  - Distributed to patient, prescribers, and payer
- Follow-up
  - Targeted MTM visit
  - Phone call
  - A way to determine whether the goals were met
The Pharmacy Technician’s Role in MTM

• Help identify patients in need of MTM services through conversations with patients or screening pharmacy records
  – Medicare Part D patients
  – HMO/Managed Care/ PPO plans
  – Patients who struggle to afford meds
  –Patients prescribed non-preferred formulary meds
  –Patients who get early or late refills
  –Patients who have multiple conditions and/or prescribers
  –Patients who need immunizations
  –Patients recently discharged from the hospital
  –Again, MTM services should be considered for any patient with actual or potential medication-related problems

The Pharmacy Technician’s Role in MTM

• Support in the traditional dispensing process
• Explain the pharmacy’s MTM services to prospective patients
  –30 second pitch
  –“Did you know the pharmacist can provide a ‘medication check-up’ to look at all the medications you take?”
  –What’s a “medication check-up”?
  –Already a covered benefit of plan
• Promote MTM services by stuffing prescription bags with flyers or assisting with other marketing efforts

The Pharmacy Technician’s Role in MTM

• Provide support for administrative tasks
  –Maintain the filing system
  –Schedule appointments
  –Make reminder calls
  –Supporting documentation
  –Billing processes
    • Submit third-party claims
    • Track payments received
The Pharmacy Technician’s Role in MTM

- Assist in preparing for a patient visit
  - Print a current medication list
    - Disease states
    - Refill History
    - May identify potential adherence issues
  - Obtain lab values and other documentation from patient
  - Measure vital signs and other POC testing
    - Take blood pressures, etc.
  - Ensure consultation are is neat, organized, and stocked with appropriate supplies
- Assist patients in filling out forms for completeness and accuracy

The Pharmacy Technician’s Role in MTM

- Gather data and input into software application
  - Patient demographic information
  - Vital signs
  - Current medications
    - OTC
    - Herbal products

The Pharmacy Technician’s Role in MTM

- Once the MTM appointment is over
  - Enter pharmacist's notes into MTM documentation system
  - Ensure the notes are signed by the pharmacist
  - Fax MTM documentation to the patient’s providers
- Provide quality assurance reviews
- Conduct customer satisfaction surveys
- Report outcomes
Conclusion

- Pharmacy technicians are essential to the success of a pharmacy’s MTM program
- Pharmacy technicians have crucial role of
  - Educating patients about MTM services
  - Assisting the pharmacist with MTM functions
- The expanded role leads to improved medication compliance and patient outcomes

Questions?