



Medication Therapy Management Program

Members enrolled in Experience Health Medicare AdvantageSM (HMO) may be eligible for the Medication Therapy Management Program (MTMP), in accordance with CMS requirements.

The Medication Therapy Management Program helps members understand their medications better.

What is Medication Therapy Management?

The Medication Therapy Management (MTM) program reviews the medicines you take to make sure that they're safe, work well and fit your lifestyle. This program is offered at no additional cost to eligible members. This service is not considered a benefit.

The goal is to help you get the best results from your medicines, at the lowest possible price. The MTM program is right for you if you need answers to questions below:

- Why am I taking these medicines?
- Do over-the-counter products interact with my prescriptions?
- Can I save money on my prescriptions?

The program can also help you and your doctor make sure that your medicines are the best choice for you.

Who's Eligible for the MTMP?

Individual members eligible for the MTMP services must meet all three (3) criteria below:

- Have at least three (3) of the following chronic conditions:
 - Diabetes, Chronic obstructive pulmonary disease (COPD)
 - High blood pressure
 - High blood cholesterol
 - Chronic heart failure (CHF)
 - Rheumatoid arthritis
- Take at least eight (8) or more prescription medications covered by Part D.
- Expect to spend more than \$4,044 in 2020 on prescription medicines covered by Medicare PartD

What services does the MTMP provide?

The MTM services include the following interventions for members and prescribers.

- An annual comprehensive medication review (CMR) with a pharmacist to go over prescription and non-prescription medications that you take.

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- Quarterly Targeted Medication Reviews which look for any safety or other issues which may need attention. The member's prescriber may be contacted if any issues are found.

What is a Comprehensive Medication Review (CMR)?

A Comprehensive Medication Review (CMR) is a person to person review of your medications with a pharmacist or nurse. The appointment usually takes about thirty (30) minutes. During that time the pharmacist will:

- Review the medicines you take
- Create a [personal medicine list](#)
- Help you understand how your medicines work
- Tell you about side effects from your medicines
- Answer any questions or concerns you have

How do eligible members enroll?

- If you are eligible, you will be automatically enrolled in the program. Eligible members will receive a letter inviting them to schedule a medication review with a pharmacist.
- You may return the participation form in the mail OR call a toll-free phone number (1-866-686-2223 or TTY users call 711) between 10:00 a.m. and 6:00 p.m. Eastern Standard Time, Monday through Friday (except major holidays).
- Participation in the program is voluntary.

How do members opt out (decline) participation in the program?

Members may opt out from participating in the program.

This can be done by calling the telephone number listed in the notification letter (1.866.484.3953 or TTY users call 711, 24 hours a day, 7 days a week).

When prompted, enter your opt-out personal security PIN. You may refuse individual services without having to opt out from the whole program.

What are the program goals?

- Educate members regarding their medications
- Increase understanding about how to take medications as prescribed
- Identify and prevent medical complications related to medication therapy

Members should also refer to their Evidence of Coverage for more details on the MTMP. These programs are not considered a benefit.

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