

Medication Therapy Management

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:

- Learn how to get the most from your medicines
- Lower your risk for potential harmful drug reactions and side effects
- Learn why it's important to take your medicines on time

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

Who's eligible for MTM?

You're automatically enrolled in the MTM program if you meet the criteria listed below.



To learn more about our MTM program:

Call the customer or member service phone number on the back of your member ID card.

2020	2021
<p>1. Have three or more of the following conditions:</p> <ul style="list-style-type: none"> • Chronic Heart Failure • Chronic obstructive pulmonary disease (COPD) • Diabetes • High blood pressure • High blood cholesterol • Rheumatoid arthritis <p>AND</p>	<p>1. Have three or more of the following conditions:</p> <ul style="list-style-type: none"> • Chronic Heart Failure • Chronic obstructive pulmonary disease (COPD) • Diabetes • High blood pressure • High blood cholesterol • Rheumatoid arthritis <p>AND</p>

<p>2. Take eight or more prescription medications covered by Medicare Part D.</p> <p>AND</p>	<p>2. Take eight or more prescription medications covered by Medicare Part D.</p> <p>AND</p>
<p>3. Expect to spend more than \$4,255 in 2020 on prescription medicines covered by Medicare Part D.</p>	<p>3. Expect to spend more than \$4,376 in 2021 on prescription medicines covered by Medicare Part D.</p>

What can you expect?

The MTM program is a two-part program. Reviews may be done over the phone, whenever it's convenient for you. In some cases, you may have an in-person review.

1. Comprehensive Medication Review (CMR)

This personalized review lets you talk one-on-one with an MTM pharmacist.

To get ready for your review make a list of all the medicines you take. Write down even over-the-counter medicines or supplements. Include how much you take each day and how often you take them. The pharmacist will review your list and talk about it with you. This usually takes about 30 minutes.

After your review, you'll get a complete list of your medicines — [a personal medication list](#) and an action plan that you can bring with you to your next doctor's visit.

2. Targeted Medication Review (TMR)

Every few months, the program reviews your prescription claims to make sure there are no issues that need attention. If the review identifies any issues, we may contact your doctor.

Getting Started

If you're eligible for MTM, you're automatically enrolled. You'll get a letter or phone call letting you know how to schedule an appointment or opt out of the program.

Opting out

Medicare requires us to automatically enroll you if you're eligible. But, this service is voluntary — you're not required to participate. You may also choose to take part in only certain services you find valuable. You can change your enrollment status at any time during the calendar year. Your prescription drug coverage will not change if you take part in the MTM program or not.

For more information

[2021 MTM informational brochure](#)

If you'd like to know more, call the customer or member service phone number on the back of your member ID card. Ask to speak to someone about the MTM program.

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