UPlan Medication Therapy Management (MTM) Program
Questions & Answers

Definition of MTM

Q1. What is Medication Therapy Management (MTM) under the UPlan?
Medication Therapy Management includes regular face-to-face meetings with a trained MTM pharmacist who will:
• Help you manage the prescription and over-the-counter medications you are taking
• Work with your physician to determine if any medications need to be changed, and
• Help you better understand how your medications work

Medication Therapy Management includes:
• Review of your general health and medical status by an MTM pharmacist
• Review of your medications — prescription, over-the-counter, herbal, dietary supplements, vitamins, and minerals — to identify, resolve, and prevent medication-related problems, including any negative drug events
• Development of a medication treatment plan
• Documentation of the care delivered and communication with the your primary care physician
• Evaluation of your response to medications, including safety and effectiveness
• Education that will help you better understand your medications and how to use them

Eligibility for MTM

Q2. Who is eligible to receive MTM services?
All UPlan members— active employees, early retirees, disabled participants, and covered dependents — are eligible if you take four or more UPlan-covered prescription or covered over-the-counter medications for chronic conditions or are referred by your physician.

Q3. I am not eligible based on the number of prescriptions. How do I get a referral?
Let your primary care physician know that you are interested in participating in the MTM benefit. Your physician will give you a letter of referral to take to the UPlan MTM pharmacist who will retain a copy of the letter to validate your eligibility for the program.
Q4. What if my medications are reduced to fewer than four as a result of MTM services?

If you, your MTM pharmacist, and your physician agree that it makes sense to reduce your medications to fewer than four, you may continue to receive MTM services for the remainder of the year.

Benefits of Participating

Q5. Are there any incentives for participating in MTM services?

Yes. The UPlan will pay the full cost of your consultations with the MTM pharmacist.

In addition, you can earn 100 Wellness Points for meeting with MTM pharmacist three times or more between October 1, 2015, and August 31, 2016.

Q6. What do I need to do to become eligible for the Wellness points?

You must:

- Make an appointment with a UPlan MTM pharmacist listed in the provider directory
- Agree to work with your MTM pharmacist and physician to make appropriate changes in your medication therapy and follow their recommendations to improve your health.

Q7. How does MTM work if I am a Medica HSA member?

For HSA members, the benefit comes from the discussion and advice you receive from your MTM pharmacist and the increased understanding of your medications. The deductible will still apply in the HSA plan, and you will be responsible for the cost of the consultations with your MTM pharmacist and your prescription medications. Depending on the amount you have available, you can use your HSA account dollars to cover all or a portion of the cost.

MTM Pharmacist

Q8. Where do I find an MTM pharmacist?

All of the UPlan MTM pharmacists and locations are listed in the Directory of MTM Pharmacists. You can find MTM pharmacists on all five campuses and other locations in Minnesota.

MTM pharmacists are located in clinics and community pharmacies. You can see any of the MTM pharmacists in the directory. If you choose an MTM pharmacist who works in a clinic setting, the pharmacist does not need to be part of your own medical clinic and medical plan. If you choose an MTM pharmacist who works in a pharmacy, it doesn’t need to be the pharmacy where you have prescriptions filled.

Since MTM is a specialized service the network is limited, but services are within driving distance if you work on campus. However, there may not be an MTM pharmacist in easy driving distance if you work at one of the regional extension offices or research or outreach centers.
Q9. What credentialing standards and education/training do UPlan pharmacists complete?
Pharmacists included in the Directory of MTM Pharmacists have met credentialing standards developed by the UPlan. Specifically, all of the pharmacists have provided documentation that they have received education on the delivery of MTM during their degree program, or they have completed an additional approved continuing education course on the provision of medication therapy management services.

Q10. Does the directory differ depending on which Medica plan I have?
No. The Directory of MTM Pharmacists is the same for all Medica plan members.

MTM Consultation

Q11. How do I make an appointment with an MTM pharmacist?
Choose a pharmacist from the directory and call the phone number listed for that location to schedule an appointment.

Plan to bring the following items to your first MTM visit:
- Your Medica ID card and your Prime Therapeutics ID card
- A list of your medications (including dosage and frequency), or simply bring all of your prescription and over-the-counter medication bottles

Q12. What should I expect in my MTM consultations?
Your MTM consultation will be in a private room in the pharmacy or clinic where you will meet face-to-face with the pharmacist. Your initial visit may be 30 to 45 minutes. The MTM pharmacist will ask you about your medical conditions, current medications, and any problems you are having with your medications. He or she will complete an assessment and recommendation and share that with you. With your permission, the pharmacist will contact your primary care provider to present the MTM assessment and recommendation. Your pharmacist will work closely with your primary care physician to improve your health care and resolve any medication-related problems you may have.

Q13. How is my privacy protected during the consultation with the MTM provider?
Your MTM appointment will be scheduled in a private setting dedicated to patient care. The space will be large enough to accommodate at least three people without others being able to hear the MTM consultation and without distractions from other conversations in the facility.