Medication Therapy Management (MTM): Making MTM a core competency in all practice settings

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**Objectives:**
- Describe what MTM services are
- Explain manners that MTM can be incorporated in every practice setting
- List MTM core competencies that every pharmacist should be mindful of with every patient encounter
- Describe the role MTM can play in continuity of care between discharge and reentry into the community
- Understand how to present data to decision makers and payers that builds the value proposition for paying pharmacists to perform MTM services

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**Awareness**

- Question: Which is Safer? Prescriptions or terrorists?
  - Answer: Terrorists

  Caused by 9/11:
  - 2,996 deaths that year

  Caused by Rx:
  - 783,936 deaths per year

  - 262 times more deadly

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**The Reality of the Losses**

- How many deaths from prescriptions?
  - The equivalent of...

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6 jumbo jets crashing per day...
Increased Focus on Quality

- Fact: drug product reimbursement continues to decrease
- Opportunity to position yourself well for transition to quality of care
- Future will likely bring revised reimbursement model

MTM Background

- Concept of Medication Therapy Management (MTM) Services is not new
- Pharmaceutical Care
- Cognitive Services
- Pharmacist Services
- Medicare Part D introduced term, “MTM”

What is MTM?

- As defined by the Medicare Modernization Act of 2003 (MMA)
- Services Designed to:
  - Enhance enrollee understanding
  - Increase enrollee adherence
  - Detect adverse drug events, and patterns of overuse and underuse of prescription medications

What is MTM?

- “Distinct service or group of services that optimize therapeutic outcomes for individual patients.”
- “Medication Therapy Management services are independent of, but can occur in conjunction with, the provision of a medication product.”


Core Elements of MTM

- As defined by 11 pharmacy organizations in 2004 (updated in 2008)
- The MTM service model in pharmacy practice includes the following five core elements:
  - Medication therapy review (MTR) = CMR
  - Personal Medication record (PMR) = MML
  - Medication-related action plan (MAP)
  - Intervention and/or referral
  - Documentation and follow-up

MTM Examples

- Selecting, initiating, modifying, or administering medication therapy
- Resolving drug therapy problems with prescribers
- Cost efficacy management
- Monitoring/evaluating patient response
- Comprehensive medication reviews
- Providing education/training to patients
- Formulating medication treatment plans

Providing MTM in Your Practice Setting

- You may be already providing MTM services:
  - Have you had a patient bring in their medications and want to go through them with you?
  - Have you ever changed medications for a patient to save them money?
  - Have you counseled a patient to make sure they are taking their medications correctly?

MTM can be incorporated in every practice setting

- Hospital Setting
  - Medication Reconciliation
  - CMR upon discharge
  - Administration/Technique
- Retail Setting
  - Annual CMR
  - Education
  - Drug Therapy Problems
  - Vaccinations
  - OTC recommendations

MTM can be incorporated in every practice setting

- Long-Term Care Facility
  - CMR
  - Recommendations to physician
  - Monthly chart reviews

Core competencies to be mindful of in every patient encounter

- Educate your patients on MTM services
  - Encourage them to ask questions
    - [Video Link]
  - Remind them that you are here to help
  - Show them the benefits of understanding their medications
- Methods
  - Face-to-face
  - Phone-based
  - Letters
- More pharmacies move toward adoption of MTM

Patient Talking Points

- Review benefits of MTM services
  - Organize your medications
  - Avoid drug complications
  - Understand generic and non-prescription drugs
  - Improve medication knowledge
  - Save money
- Receive a list of medications to take to the pharmacy and future health-related appointments

Patient Talking Points

- Ask open-ended questions
  - Eliminates the chance for patients to say “no”
  - Particularly as it related to the Comprehensive Medication Review (CMR)
- Examples:
  - What day/time work best for you?
  - I have openings available on June 1st at 3 pm and June 2nd at 10 am. Which works best for you?

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**Case Example**

A 68 year old woman comes into your pharmacy with a bag of medications, recently moved from out of state. Your customer service reputation is legendary, and your prices are competitive.

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**Case Example**

Joan is 68 years old. Her Medication List:
- Atacand 32mg 1 QD
- Advair 250/50 1 puff BID
- Synthroid 0.1mg 1 QD
- Tylenol Arthritis 650mg 1 Q4-6H
- Methotrexate 2.5mg 15mg Q weekly

- **Recommendations**
  - **CMR**
    - Atacand 32mg – switch to generic ARB
      - Cost Efficacy Management
    - Advair 250/50 – needs beta 2 agonist
      - Needs Therapy
    - Synthroid 0.1mg – switch to generic
      - Cost Efficacy Management
      - New/Changed Therapy
  - **Tylenol** – dose to high
    - Overuse
    - Needs Therapy
  - **Methotrexate** – folic acid supplementation
  - **Immunizations** – CMR has been completed!
    - Influenza
    - Pneumococcal
    - Zostavax
    - Tdap
Which patients may benefit?

- Polypharmacy Patients
  - Multiple medications, multiple pharmacies, and multiple prescribers
- High drug cost patients
- High risk medication patients
- Non-Adherent patients
- Transitions of care
- Others!

ANY patient can benefit!

Every Patient Encounter

- Any patient coming into your pharmacy could potentially benefit from MTM services
  - Especially if medication-related problems or issues are discovered or suspected
- Patients may be evaluated for MTM services regardless of:
  - The number of medications they use
  - Their specific disease state(s)
  - Their health plan coverage

Role of MTM in Continuity of Care

- http://www.youtube.com/watch?v=4HavF5j3VoA
- Med Rec upon patient admission into the hospital
- Post discharge CMR
- Providing education for new medications/health conditions

Who Pays for MTM?

- State Medicaid/Other State Programs
- Medicare Part D plan sponsors
  - Prescription Drug Plans (PDPs)
  - Medicare Advantage Prescription Drug Plans (MA-PDs)
- Employer Groups
- Pharmaceutical Manufacturers
- Patients

Presenting Data to Get Paid for MTM Services

- Opportunity to show our profession's value
  - Patients & Payers
  - “If you didn’t document it, you didn’t do it”

Medicare Star Ratings

- Medicare Part D
  - CMS monitors quality of plans offered
  - Star rating system exists as a measurement
  - Medicare Advantage Plans earn quality bonus payments based on Star ratings
  - Plans required to offer MTM benefit to beneficiaries
  - Pharmacist can directly 5 Part D Patient Safety Measures
TABLE 14.9. CURRENT PROCEDURAL TERMINOLOGY (CPT) CODES FOR MEDICATION THERAPY MANAGEMENT SERVICES

<table>
<thead>
<tr>
<th>CPT Code</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>99605</td>
<td>Medication therapy management service(s) provided by a pharmacist, individual, face-to-face with patient, initial 15 minutes, with assessment, and intervention if provided; initial 15 minutes, new patient</td>
</tr>
<tr>
<td>99606</td>
<td>Initial 15 minutes, established patient</td>
</tr>
<tr>
<td>99607</td>
<td>Each additional 15 minutes (To be listed separately in addition to code for the primary service; eg. 99605 or 99606)</td>
</tr>
</tbody>
</table>

MTM Pays!
For the Pharmacy
For the Profession
For the Patient

Post-Test Q&A
- As defined within the Medicare Modernization Act of 2003 (MMA) MTM services are to be designed to do which of the following?
  A. Enhance Enrollee understanding
  B. Increase Enrollee adherence
  C. Detect adverse drug events, and patterns of overuse and underuse of prescription medications
  D. All of the Above

Post-Test Q&A
- Which of the following are considered to be common examples of MTM services?
  A. Comprehensive Medication Review (CMR)
  B. Adherence Counseling
  C. Identification and resolution of cost savings opportunities for the patient
  D. All of the Above

Post-Test Q&A
- True/False: State Medicaid programs can incorporate MTM as a benefit to members
  A. True
  B. False

Post-Test Q&A
- Which of the following are benefits the patient can experience by accepting MTM services by a pharmacist?
  A. Adverse drug event avoidance
  B. Increased understanding of Medication Therapy
  C. Improved cost efficacy of medication therapy
  D. All of the Above
Post-Test Q&A

Medicare STAR ratings can affect the following:

A. Performance bonuses for health plans
B. The likelihood that a health plan will continue to be contracted by CMS
C. The ability for a health plan to recruit members all year long
D. All of the Above