

Part D Plan Perspective on Serving Dual Eligibles

Bob Donnelly

June 6, 2006



Agenda

- Introduce MemberHealth
- Discuss importance of duals and low-income beneficiaries to plans
- Identify MemberHealth initiatives to serve duals and low-income beneficiaries



Who is MemberHealth?

- Founded in 1998, located in Solon, Ohio
- PBM and provider of specialty insurance products administering benefits for almost 5 million lives in the public and private sector
- Processed 12.2 million scripts in 2005 – project over 40 million in 2006
- 60,000+ pharmacy network
- Top company in Weatherhead 100 for 2005
- Experience with Medicare Drug Discount Card
- One of 10 national PDP sponsors – 4th in enrollment as of 4/18
- Sponsor of Community Care Rx plan

Community Care Rx

- Strong partners – CSC and NCPA
- Auto enrollment in 23 regions
- Broad network
- Broad formulary
- Aligned incentives
- Focus on strong relationships between pharmacist and enrollee

Importance of Duals/LIS to Plans

- 14 million duals and LIS eligibles – one third of all Medicare beneficiaries
- Auto-enrollment mitigates selection concerns
- Risk adjustment should limit risk associated with higher costs for duals
- Majority of CCRx enrollees are duals/LIS
- Need to keep costs in line and provide good service to keep dual/LIS enrollees

MemberHealth Initiatives

- 340B facilities
- Drug review as part of transition
- Medication Therapy Management
- Outreach to States
- Exploring ways to help with LIS applications

MemberHealth and 340B Facilities

- 340B facilities are an important resource for duals – 340B facilities serve significant numbers of dual-eligibles
- MemberHealth did extensive outreach to 340Bs to explain Part D and include them in our network
- Created specific contract terms to account for 340B program
- Over 250 340B facilities are now part of our Part D network

Welcome to CCRx Medication Review

- Part of transition plan
- Face-to-face review of new enrollees' medications with community pharmacist
- Address both clinical and cost issues
- Initiate exceptions processes if needed
- No cost to enrollee
- For any new enrollee after June 1

CCRx Medication Therapy Management (MTM)

- Focused on Pharmacist-Patient Relationship
- Delivered through new industry communications system – *Community MTM Services, Inc.*
 - *Larger opportunity for Medicaid programs to connect with pharmacists to improve patient care management*

CCRX MTM Program

- Qualified Patients Receive:
 - Complete medication review with their pharmacist
 - Resolution of identified clinical issues
 - Review of appropriate cost-saving opportunities
 - Hardcopy personalized “Patient Medication Record”

| | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--------------------------|---|--|--|---------------------------|---|---------------------------------|---|----------------------------|--|-----------------------------|--|-----------------------------------|--|--|---|--------------------------|--|-----------------------------|--|--|--|--|
| Patient Queues Tyger Pharmacy (Change Pharmacy) 6/1/2006 | Patient Chart | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Patient's Name: Scott Liponi DOB: 3/31/1936 (Age 70) | Gender: Male Case Type: MTM | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Basic Info | Financials | | | | | | | | | | | | | | | | | | | | | | | | |
| | Allergies & Conditions | Medications | | | | | | | | | | | | | | | | | | | | | | | | |
| | SOAP | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 Assigned Patients 3 To Be Scheduled 4 To Be Charted 3 To Be Billed Protocol Library View All Patients | <div style="border: 1px solid #ccc; padding: 5px;"> Plan Info Plan Sponsor: CCRX Plan Design: CCRx Basic - \$250.00 Deductible Coinsurance: \$0/25%/45% </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> Financial Analysis <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> TrOOP <p>— Catastrophic: \$3,600+</p> </div> <div style="text-align: center;"> Drug Spend <p>— Deductible: \$0 - \$250 — Initial Coverage: \$250 - \$2,250 — Coverage Gap: \$2,250+</p> </div> </div> </div> | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <div style="border: 1px solid #ccc; padding: 5px;"> Medication List <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20px;"></td><td>Mobic Oral Tablet 7.5 MG</td></tr> <tr><td style="text-align: center;">!</td><td>Aspirin EC Oral Tablet Delayed Release 81 MG</td></tr> <tr><td></td><td>Lipitor Oral Tablet 10 MG</td></tr> <tr><td style="text-align: center;">!</td><td>Methotrexate Oral Tablet 2.5 MG</td></tr> <tr><td style="text-align: center;">!</td><td>Trexall Oral Tablet 7.5 MG</td></tr> <tr><td></td><td>Omnicef Oral Capsule 300 MG</td></tr> <tr><td></td><td>Guaifenesin Oral Syrup 100 MG/5ML</td></tr> <tr><td></td><td>Hydrochlorothiazide Oral Capsule 12.5 MG</td></tr> <tr><td style="text-align: center;">!</td><td>Action Oral Tablet 35 MG</td></tr> <tr><td></td><td>Folic Acid Oral Tablet 1 MG</td></tr> <tr><td></td><td>Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT</td></tr> <tr><td></td><td>Prilosec OTC Oral Tablet Delayed Release 20 MG</td></tr> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px; background-color: #f0f0f0;"> <p style="text-align: center; color: red; font-weight: bold;">Red Flags Severity: N/A</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> Print Options <input type="checkbox"/> Chart <input type="checkbox"/> PMR & Action Plan <div style="text-align: center; border: 1px solid #ccc; padding: 2px; width: fit-content; margin: 0 auto;">Print</div> </div> | | | Mobic Oral Tablet 7.5 MG | ! | Aspirin EC Oral Tablet Delayed Release 81 MG | | Lipitor Oral Tablet 10 MG | ! | Methotrexate Oral Tablet 2.5 MG | ! | Trexall Oral Tablet 7.5 MG | | Omnicef Oral Capsule 300 MG | | Guaifenesin Oral Syrup 100 MG/5ML | | Hydrochlorothiazide Oral Capsule 12.5 MG | ! | Action Oral Tablet 35 MG | | Folic Acid Oral Tablet 1 MG | | Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT | | Prilosec OTC Oral Tablet Delayed Release 20 MG |
| | Mobic Oral Tablet 7.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Aspirin EC Oral Tablet Delayed Release 81 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Lipitor Oral Tablet 10 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Methotrexate Oral Tablet 2.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Trexall Oral Tablet 7.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Omnicef Oral Capsule 300 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Guaifenesin Oral Syrup 100 MG/5ML | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Hydrochlorothiazide Oral Capsule 12.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Action Oral Tablet 35 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Folic Acid Oral Tablet 1 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Prilosec OTC Oral Tablet Delayed Release 20 MG | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Audit Trail | View Schedule | | | | | | | | | | | | | | | | | | | | | | | | |
| | < Previous | Next > | | | | | | | | | | | | | | | | | | | | | | | | |

Red Flags

Patient's Name: **Scott Liponi**
 DOB: **3/3/1936 (Age 70)**

Gender: **Male**
 Case Type: **MTM**



! Red Flag Alert

Duplicate Therapy

Methotrexate Oral Tablet 2.5 MG (Filled on 5/4/2006 - Victoria Grey, MD)
Trexall Oral Tablet 7.5 MG (Filled on 5/4/2006 - Victoria Grey, MD)

Use of Methotrexate Oral Tablet 2.5 MG and Trexall Oral Tablet 7.5 MG may represent a duplication in therapy based on their association to the therapeutic drug class METHOTREXATE.

| Severity | Onset | Status | Completed? |
|----------|-------|--------|--------------------------|
| N/A | N/A | New | <input type="checkbox"/> |

- New
- Educated Patient
- Not Issue For Prescriber
- Not Issue For Pharmacist
- Prescriber Cancelled Rx
- Prescriber Changed Rx
- No Longer Applicable

! Red Flag Alert

Age/Gender/Inferred Condition

Actonel Oral Tablet 35 MG (Filled on 5/4/2006 - Victoria Grey, MD)

Actonel Oral Tablet 35 MG is contraindicated in Hypocalcemia, which is a proxy medical condition based on the use of Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT.

| Severity | Onset | Status | Completed? |
|----------|-------|--------|--------------------------|
| N/A | N/A | New | <input type="checkbox"/> |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|---|--|--------------------------|---|--|--|---------------------------|---|---------------------------------|---|----------------------------|--|-----------------------------|--|-----------------------------------|--|--|---|---------------------------|--|-----------------------------|--|--|--|--|--------------------------------|--|
| Patient Queues | Patient Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tyger Pharmacy (Change Pharmacy) 6/1/2006 | Patient's Name: Scott Liponi DOB: 3/3/1936 (Age 70) | Gender: Male Case Type: MTM | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 Assigned Patients 3 To Be Scheduled 4 To Be Charted 3 To Be Billed Protocol Library View All Patients | Basic Info Financials Allergies & Conditions Medications SOAP | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Allergies <input type="checkbox"/> Eggs <input type="checkbox"/> Peanuts <input type="checkbox"/> Dyes <input type="checkbox"/> Sulfa <input type="checkbox"/> Penicillin Other Allergies (no Red Flag checking) <input type="text"/> | | Medication List <table border="1"> <tr><td></td><td>Mobic Oral Tablet 7.5 MG</td></tr> <tr><td>!</td><td>Aspirin EC Oral Tablet Delayed Release 81 MG</td></tr> <tr><td></td><td>Lipitor Oral Tablet 10 MG</td></tr> <tr><td>!</td><td>Methotrexate Oral Tablet 2.5 MG</td></tr> <tr><td>!</td><td>Trexall Oral Tablet 7.5 MG</td></tr> <tr><td></td><td>Omnicef Oral Capsule 300 MG</td></tr> <tr><td></td><td>Guaifenesin Oral Syrup 100 MG/5ML</td></tr> <tr><td></td><td>Hydrochlorothiazide Oral Capsule 12.5 MG</td></tr> <tr><td>!</td><td>Actonel Oral Tablet 35 MG</td></tr> <tr><td></td><td>Folic Acid Oral Tablet 1 MG</td></tr> <tr><td></td><td>Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT</td></tr> <tr><td></td><td>Prilosec OTC Oral Tablet Delayed Release 20 MG</td></tr> <tr style="background-color: #D9D9D9;"><td colspan="2" style="text-align: center;">Red Flags Severity: N/A</td></tr> </table> | | Mobic Oral Tablet 7.5 MG | ! | Aspirin EC Oral Tablet Delayed Release 81 MG | | Lipitor Oral Tablet 10 MG | ! | Methotrexate Oral Tablet 2.5 MG | ! | Trexall Oral Tablet 7.5 MG | | Omnicef Oral Capsule 300 MG | | Guaifenesin Oral Syrup 100 MG/5ML | | Hydrochlorothiazide Oral Capsule 12.5 MG | ! | Actonel Oral Tablet 35 MG | | Folic Acid Oral Tablet 1 MG | | Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT | | Prilosec OTC Oral Tablet Delayed Release 20 MG | Red Flags Severity: N/A | |
| | Mobic Oral Tablet 7.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Aspirin EC Oral Tablet Delayed Release 81 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Lipitor Oral Tablet 10 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Methotrexate Oral Tablet 2.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Trexall Oral Tablet 7.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Omnicef Oral Capsule 300 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Guaifenesin Oral Syrup 100 MG/5ML | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Hydrochlorothiazide Oral Capsule 12.5 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! | Actonel Oral Tablet 35 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Folic Acid Oral Tablet 1 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Oyster Shell Calcium/D Oral Tablet 500-200 MG-UNIT | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Prilosec OTC Oral Tablet Delayed Release 20 MG | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Red Flags Severity: N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Conditions <input type="checkbox"/> Diabetes <input type="checkbox"/> High Blood Pressure <input type="checkbox"/> High Cholesterol <input type="checkbox"/> Heart Failure <input type="checkbox"/> Lung Disease (Asthma/COPD) <input type="checkbox"/> Depression/Anxiety <input type="checkbox"/> Pain (chronic) <input type="checkbox"/> Osteoporosis <input type="checkbox"/> Acid Reflux <input type="checkbox"/> Thyroid Disorder <input type="checkbox"/> Seizures <input type="checkbox"/> Fluid Retention <input type="checkbox"/> Irregular Heart Beat <input type="checkbox"/> Sleep Disorder <input type="checkbox"/> Arthritis <input type="checkbox"/> Ulcer <input type="checkbox"/> Stroke <input type="checkbox"/> Kidney Problem <input type="checkbox"/> Liver Problem <input type="checkbox"/> Cancer (specify type) | | Print Options <input type="checkbox"/> Chart <input type="checkbox"/> PMR & Action Plan <input type="button" value="Print"/> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Other Conditions (not checked for interactions) <input type="text"/> | | <input type="button" value="Print"/> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Audit Trail View Schedule | | <input type="button" value="Previous"/> <input type="button" value="Next >"/> <input type="button" value="Save"/> | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Patient Queues | Patient Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|--|--|--------------------|--|--|---|---|---|---|--|--------------------|--|--|---|---|---|---|---|-------------------|--|--|---|---|---|---|---|-------------------|--|--|---|---|---|---|
| Tyger Pharmacy (Change Pharmacy) 6/1/2006 | Patient's Name: Scott Liponi DOB: 3/3/1936 (Age 70) | | Gender: Male Case Type: MTM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Basic Info | Financials | Allergies & Conditions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Medications | | SOAP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid #4F81BD; padding: 5px; margin-bottom: 5px;"> 2 Assigned Patients </div> <div style="border: 1px solid #4F81BD; padding: 5px; margin-bottom: 5px;"> 3 To Be Scheduled </div> <div style="border: 1px solid #4F81BD; padding: 5px; margin-bottom: 5px;"> 4 To Be Charted </div> <div style="border: 1px solid #4F81BD; padding: 5px; margin-bottom: 5px;"> 3 To Be Billed </div> <div style="border: 1px solid #4F81BD; padding: 5px; margin-bottom: 5px;"> Protocol Library </div> <div style="border: 1px solid #4F81BD; padding: 5px; margin-bottom: 5px;"> View All Patients </div> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%; padding: 5px;"> Medication: Mobic Oral Tablet 7.5 MG Issues and Notes: <input style="width: 100%;" type="text"/> </td> <td style="width: 15%; padding: 5px;"> Tier: NF </td> <td style="width: 20%; padding: 5px;"> Purpose: <input style="width: 100%;" type="text"/> </td> <td style="width: 20%; padding: 5px;"> Directions: <input style="width: 100%;" type="text"/> Claims Data </td> </tr> <tr> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> </tr> <tr> <td style="padding: 5px;"> ! Medication: Aspirin EC Oral Tablet Delayed Release 81 MG Issues and Notes: <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> Tier: NF </td> <td style="padding: 5px;"> Purpose: <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> Directions: <input style="width: 100%;" type="text"/> Claims Data </td> </tr> <tr> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> </tr> <tr> <td style="padding: 5px;"> Medication: Lipitor Oral Tablet 10 MG Issues and Notes: <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> Tier: 2 </td> <td style="padding: 5px;"> Purpose: <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> Directions: <input style="width: 100%;" type="text"/> Claims Data </td> </tr> <tr> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> </tr> <tr> <td style="padding: 5px;"> ! Medication: Methotrexate Oral Tablet 2.5 MG Issues and Notes: <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> Tier: 1 </td> <td style="padding: 5px;"> Purpose: <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> Directions: <input style="width: 100%;" type="text"/> Claims Data </td> </tr> <tr> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> <td style="padding: 5px;"> <input style="width: 100%;" type="text"/> </td> </tr> </table> | | | Medication: Mobic Oral Tablet 7.5 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: NF | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | ! Medication: Aspirin EC Oral Tablet Delayed Release 81 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: NF | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | Medication: Lipitor Oral Tablet 10 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: 2 | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | ! Medication: Methotrexate Oral Tablet 2.5 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: 1 | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| Medication: Mobic Oral Tablet 7.5 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: NF | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! Medication: Aspirin EC Oral Tablet Delayed Release 81 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: NF | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Medication: Lipitor Oral Tablet 10 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: 2 | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ! Medication: Methotrexate Oral Tablet 2.5 MG Issues and Notes: <input style="width: 100%;" type="text"/> | Tier: 1 | Purpose: <input style="width: 100%;" type="text"/> | Directions: <input style="width: 100%;" type="text"/> Claims Data | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | ! Red Flags Severity: N/A | | Total Active Meds: 12 Total Unsaved Edits: 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Add Med | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Audit Trail | View Schedule | < Previous | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Next > | Save | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|--|--|
| Patient Queues | Protocol Library |
| Tyger Pharmacy (Change Pharmacy) 6/1/2006 | The Protocol Library is a collection of resources provided by the program sponsor to assist your pharmacy in providing MTM and/or other consulting services. |

2 Assigned Patients

3 To Be Scheduled

4 To Be Charted

3 To Be Billed

Protocol Library

View All Patients



▶ **Encounter Materials**

This section contains guides and other resources to support your one-on-one encounter with the patient.

▼ **Patient Education**

This section contains education materials focusing on disease management that you may choose to print for your patients.

▼ **Diabetes**

- [Hyperglycemia](#) (Spanish)
- [Hypoglycemia](#) (Spanish)
- [4 Steps to Control Your Diabetes for Life](#) (Spanish)
- [Tips to Make You Feel Better and Stay Healthy](#) (Spanish)
- [Know Your Blood Sugar Numbers](#) (Spanish)
- [Take Care of Your Feet for a Lifetime](#) (Spanish)
- [Foot Care Tips](#)

▶ **Hypertension**

▶ **Dyslipidemia**

▶ **Asthma**

▶ **COPD**

▶ **CHF**

▶ **General Prevention**

▶ **Clinical Resources**

This section contains official treatment guides, continuing education resources, and links to other useful clinical information.

| | |
|---|--|
| Patient Queues | Protocol Library |
| Tyger Pharmacy (Change Pharmacy) 6/1/2006 | The Protocol Library is a collection of resources provided by the program sponsor to assist your pharmacy in providing MTM and/or other consulting services. |
| <div style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; margin-bottom: 5px; text-align: center;"> 2 Assigned Patients </div> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; margin-bottom: 5px; text-align: center;"> 3 To Be Scheduled </div> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; margin-bottom: 5px; text-align: center;"> 4 To Be Charted </div> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; margin-bottom: 5px; text-align: center;"> 3 To Be Billed </div> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; margin-bottom: 5px; text-align: center;"> Protocol Library </div> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; text-align: center;"> View All Patients </div> | <div style="text-align: center; margin-bottom: 10px;"> </div> <p>▼ Encounter Materials</p> <p>This section contains guides and other resources to support your one-on-one encounter with the patient.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <ul style="list-style-type: none"> • Preparation Guide. • Encounter Guide. • "What We Did For You Today" form. • Action Plan letter template. </div> <p>▶ Patient Education</p> <p>This section contains education materials focusing on disease management that you may choose to print for your patients.</p> <p>▼ Clinical Resources</p> <p>This section contains official treatment guides, continuing education resources, and links to other useful clinical information.</p> <div style="border: 1px solid #ccc; background-color: #92D050; padding: 10px; margin-top: 10px;"> <ul style="list-style-type: none"> ▶ Official Treatment Guidelines ▶ Continuing Education Resources ▶ Other Useful Links </div> |

Outreach to States

- Getting to know insurance regulators
- Separate focus on Medicaid agencies:
 - Make sure Medicaid authorities know who we are and how to work with us to resolve issues
 - Get Medicaid agency input on how to serve duals most effectively