Part D Plan Perspective on Serving Dual Eligibles

Bob Donnelly June 6, 2006





Agenda

- Introduce MemberHealth
- Discuss importance of duals and lowincome 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

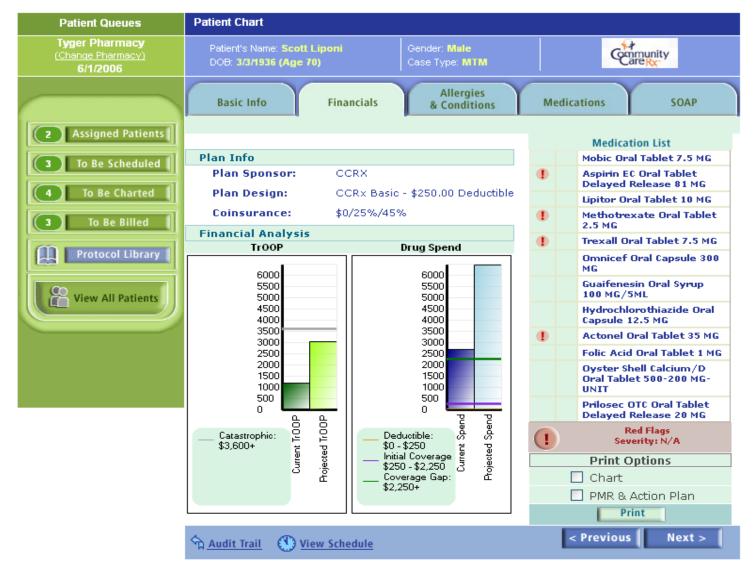
- Qualified Patients Receive:
 - Complete medication review with their pharmacist
 - Resolution of identified clinical issues
 - Review of appropriate cost-saving opportunities
 - Hardcopy personalized "Patient Medication Record"



MemberHealth Financial Information



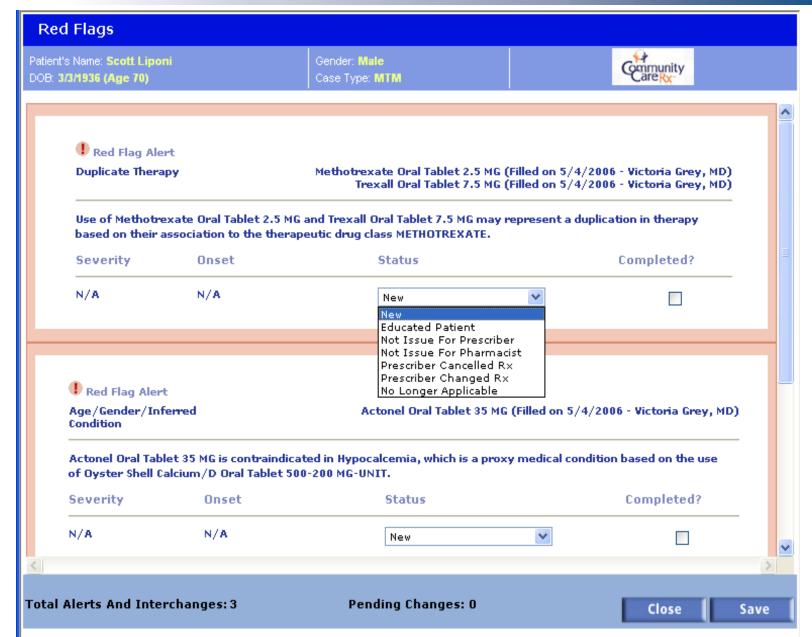
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Clinical Alerts





MemberHealth Allergies/Conditions



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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		Genmunity Care _{Rx}	
	Basic Info Financia	Allergies & Conditions	Me	edications SOAP	
2 Assigned Patients	Allergies			Medication List	
3 To Be Scheduled	☐ Eggs ☐ Peanuts			Mobic Oral Tablet 7.5 MG	
4 To Be Charted	Dyes Sulfa		•	Aspirin EC Oral Tablet Delayed Release 81 MG	
4 10 Be Charted	Penicillin		(b)	Lipitor Oral Tablet 10 MG	
3 To Be Billed	Other Allergies (no Red Flag checking)			Methotrexate Oral Tablet 2.5 MG	
			(II)	Trexall Oral Tablet 7.5 MG	
Protocol Library	Conditions			Omnicef Oral Capsule 300 MG	
View All Patients	☐ Diabetes	☐ High Blood Pressure		Guaifenesin Oral Syrup 100 MG/5ML	
	High Cholesterol	Heart Failure		Hydrochlorothiazide Oral Capsule 12.5 MG	
	Lung Disease (Asthma/COPD)	Depression/Anxiety	(b)	Actonel Oral Tablet 35 MG	
	Pain (chronic)	Osteoporosis		Folic Acid Oral Tablet 1 MG	
	Acid Reflux	Thyroid Disorder		Oyster Shell Calcium/D Oral Tablet 500-200 MG- UNIT	
	Seizures	Fluid Retention		Prilosec OTC Oral Tablet	
	☐ Irregular Heart Beat	Sleep Disorder		Delayed Release 20 MG	
	Arthritis	Ulcer	1	Red Flags Severity: N/A	
	Stroke	Kidney Problem	•	* 1	
	Liver Problem	Cancer (specify type)		Print Options	
	Other Conditions (not checked for interactions)		☐ Chart		
	outer conditions (not diecked	TOT III.CET aCCIOTIS)		PMR & Action Plan	
	Audit Trail View Schedul	<u>e</u> < F	Previous	S Next > Save	



Medications



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Patient Queues	Patient Chart		
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	Basic Info Financials	Allergies & Conditions	Medications SOAP
2 Assigned Patients 3 To Be Scheduled 4 To Be Charted	Medication: Mobic Oral Tablet 7.5 MG Issues and Notes:	Tier: Purpose: NF Stop Date:	Directions: Claims Data
3 To Be Billed Protocol Library	Medication: Aspirin EC Oral Tablet Delayed Release 81 MG Issues and Notes:	Tier: Purpose: NF Stop Date:	Directions: Claims Data
View All Patients	Medication: Lipitor Oral Tablet 10 MG Issues and Notes:	Tier: Purpose: 2 Stop Date:	Directions: Claims Data
	Medication: Methotrexate Oral Tablet 2.5 MG Issues and Notes:	Tier: Purpose: 1 Stop Date:	Directions: Claims Data
	Red Flags Severity: N/A	Total Active Meds: Total Unsaved Edit	12 Add Med
	Audit Trail View Schedule	< Previ	ous Next > Save

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MemberHealth Patient Education



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Protocol Library

The Protocol Library is a collection of resources provided by the program sponsor to assist your pharmacy in



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) ங
- Foot Care Tips 🔼
- Hypertension
- Dyslipidemia
- Asthma
- COPD
- > CHF
- General Prevention

Clinical Resources

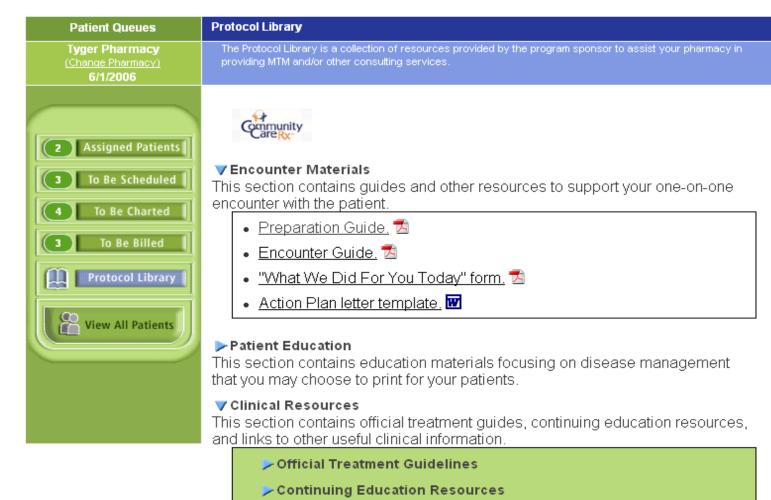
This section contains official treatment guides, continuing education resources, and links to other useful clinical information.

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Other Useful Links



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