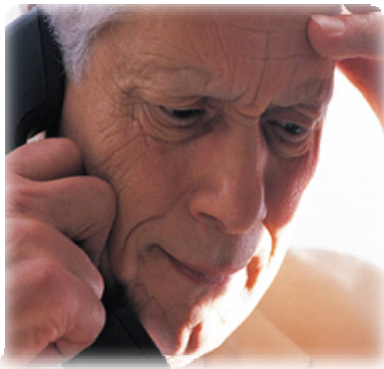


# Humana's Medication Therapy Management Program

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**HUMANA**  
Guidance when you need it most

# What is Medication Therapy Management?

MTM is a CMS mandated program and is part of the Medicare Modernization Act (MMA 2003)

MTM offers a set of services aimed at improving therapeutic outcomes for Medicare Part D patients.

The goals of the program are to:

- Optimize therapeutic outcomes through improved medication use
- Reduce the risk of adverse events

MTM may:

- Be provided by a pharmacist
- Differentiate the offering between ambulatory and institutional beneficiaries
- Be a key link in coordinating care

## Who is Eligible for MTM?

The 2006 eligibility criteria is as follows:

CMS Requirements	Humana Requirements
Multiple Chronic Conditions <u>and</u>	<b>2</b> or more Chronic Conditions <u>and</u>
Multiple Part D Medications <u>and</u>	<b>8</b> or more Chronic, Systemic Part D Medications <u>and</u>
Anticipated Part D medication costs of more than <b>\$4,000</b>	Anticipated Part D medication costs of more than <b>\$4,000</b>

2007 eligibility requirements will change to include members with **five** or more chronic Part D medications

# Humana's MTM Program Overview

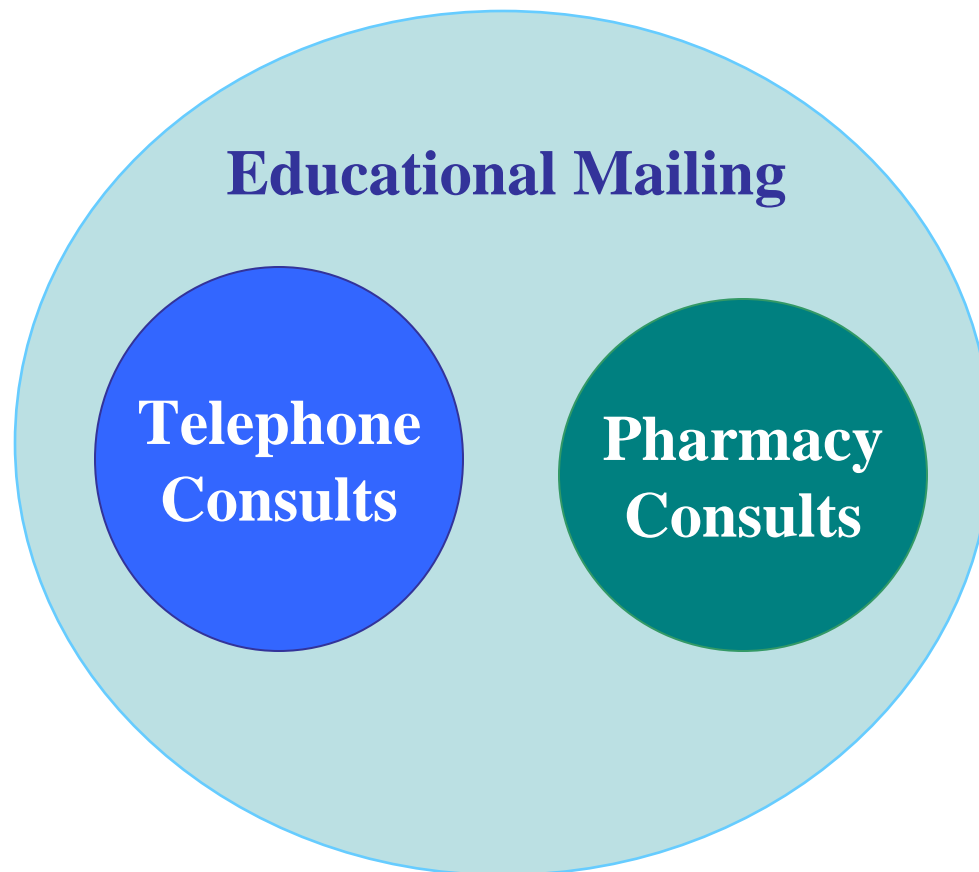
Humana will utilize a combination of MTM services such as:

- Educational Mailings
- Telephone Consults
- Pharmacy Consults

to optimize outcomes for our members.

Eligible Humana members will be offered the service that best suits their needs.

MTM Eligible Population




# Educational Mailing

- **ALL** MTM eligible members will receive a monthly MTM mailing
- The mailing will be attached to the member's SmartSummary Rx<sup>sm</sup> statement
- Members will receive an invitation to participate in our consultative programs during the first month
- Opt-out program

Your Rx Manager HUMANA.

**MEDICATION THERAPY MANAGEMENT**

Welcome to Humana's new Medication Therapy Management (MTM) program. Humana has selected you for this free program based on the number and type of medications you are currently taking. Your participation in the MTM program will help you to maximize the effectiveness and cost savings of the medications you take

 **Call 1-888-MTM-4HUM**  
for your free personalized medication consultation

Humana would like to offer you a personalized consultation with a health care professional regarding your medications - at no additional cost. Call 1-800-MTM-4HUM between the hours of 8 a.m. and 8:30 p.m. EST, Monday through Friday to schedule your consultation.

Your personalized consultation will:

- help you understand your medications, so that you can better manage your own health
- address any safety concerns that you might have about your medications
- discuss lower-cost alternatives for your medications in an effort to save you money

In addition, Your Rx Manager will focus on one of the following topics every month:

- ▶ **Daily drug calendar**  
This calendar, pre-populated with the medications you take each day, is a quick-reference guide to help you remember when to take your medications.
- ▶ **Mail order alternatives**  
This information tells you how to sign up for mail order services, which deliver 90 days' worth of medications right to your door.
- ▶ **Prescription drug calculator**  
This calculator shows how much you could save each month by switching from your current medications to lower-cost alternatives.

# RX Calculator

Your Rx Record
HUMANA

**MEDICATION THERAPY MANAGEMENT**

Based on the type of prescriptions you currently take, this month we'll be focusing on lower-cost alternatives for your medications. Consult your physician or pharmacist to find out if these alternatives are right for you.

The list of alternative drugs below is a partial list only. You can find a complete list for each of your prescriptions by using the Rx Calculator on MyHumana. The prescription cost can vary based on what stage of your plan you are in and by pharmacy, location, quantity, strength and dosage of the medication.

Call 1-888-MTM-4HUM for your free personalized medication consultation between 8 am - 8:30 pm EST, Mon-Fri (TDD 866-702-9963).

**Rx calculator**

**What you spent in [month] by drug category**

Drug Category	Spending
Generic	\$21
Preferred brand	\$60
Non-preferred brand	\$60
Specialty	\$0

**Your monthly total: \$141**

**\$** In Stage 2 of your plan, you can save up to \$[0.00] next month by switching to lower-cost alternative drugs.

If you move to Stage 3, you can save up to \$[0.00] next month by switching to lower-cost drugs.

Current prescription	Cost	Lower-cost alternatives	Estimated cost
<b>Generic</b>			
Diovan	\$7.00	No lower-cost alternatives	
Furosemide	\$7.00		
Nasonex	\$7.00		
<b>Preferred brand</b>			
Lipitor	\$30.00	Alternative A (generic) Alternative B (generic)	\$7.00 \$7.00
Zyrtec	\$30.00	No lower-cost alternatives	
<b>Non-preferred brand</b>			
Protonix	\$60.00	Alternative A (preferred)	\$30.00
<b>Specialty</b>			
None	\$0		
<b>Current monthly total</b>		\$141.00	
<b>New monthly total if you switch to alternatives</b>		\$88.00	
<b>How much you can save next month</b>		\$53.00	

GH18177RRd - (approval code)
Medicare approved HMO, PPO, PDP and PFBS plans.

## Consultation Invite

Runs for Levels 2 & 3 only. Callbox is suppressed if member has had a consultation in the plan year.

## Graphs:

Bar charts reflect member spending by tier or level (i.e. Generic, Preferred brand, Non-preferred brand, Specialty drugs)

Note: if member becomes eligible in current statement month or if member had a first consultation last month, component would be superseded by Invitation or Acknowledgement.

# MTM Call Center

The MTM call center will be able to handle both in-bound calls from eligible beneficiaries and make out-bound calls to enroll nonresponsive beneficiaries

- Beneficiaries can contact the call center to :
  - Learn more about Humana's MTM programs
  - Opt-in to our consultation programs
  - Schedule appointments for a telephonic or a face-to-face pharmacist consultation
  - Receive answers to medication questions
  - Gain compliance and adherence assistance
- Call center is staffed with nurses and pharmacists who will provide telephone-based consultations

# Pharmacist Consultation

- Humana is contracting with community pharmacists for consultative services
- Humana's MTM network currently contains
  - Regional chain stores
  - National chain pharmacies
  - Independent pharmacies
- Humana will offer an initial MTM consultation and one follow-up visit for the 2006 calendar year
- In 2007 each member may have up to four consultations face to face with a pharmacist.



# Pharmacist Consultation

How will MTM eligible patients be determined?

- Pharmacy consultations will be offered to **ALL** MTM patients who reside near an MTM pharmacy location
- Humana strives to meet the member's needs in terms of the best possible location
- Patients must elect to receive services at the pharmacy



Referrals can come from

- MTM Call Center
- Case Management

# Pharmacist Consultation

What are the requirements of the consultation?

- In 2006, all MTM patients will be eligible for:
  - One initial consultation (60 minutes)
  - One follow-up consultation (30 minutes)
- There are no required time limits between each consultation
- Humana requests that a comprehensive medication review be conducted during the initial consultation
- All pharmacists **must** contact the beneficiary's physician with all recommendations

*\* Consultation times may change yearly*

# Pharmacist Consultation

What are the MTM CPT codes?

- These codes can be combined to represent the total length of the consultation
  - 0115T: Initial consultation of 15 minutes
  - 0116T: Follow-up consultation of 15 minutes
  - 0117T: Additional time interval of 15 minutes that can be added onto a 0115T or a 0116T

# Coordination at the MTM Call Center

- External to Humana
- Integrated systems with other Humana areas
  - Customer Service
  - Humana Clinical Pharmacy Review
  - Medicare Case Management
  - Transplant
  - Pharmacy Case Management
- Information from MTM consultations is available to all other areas
- Notes and comments can be shared and are updated real time.

# Coordination of Care

## Pharmacy Network

- Information learned during Case Management or MTM phone consults may indicate a need for a face-to-face interaction.
- Referrals go from internal Humana programs to our MTM pharmacy network.

## Quality Programs

- Chronic Care Improvement Programs (CCIP) or Medicare Health Service Organizations (MHSO)
- Quality Improvement Organizations

## Humana's Opportunity to Work with QIOs

- Humana needs to be directly involved with the development and testing of MTM and Part D metrics during the initial program years of 2006 and 2007.
- We have invested significant resources in developing our MTM program. If we are not in compliance with Part D requirements as they evolve, we could be forced to redesign MTM at significant cost to Humana.
- Collaborating with the QIOs enables us to have significant input in the standards as they are developed, and enables us to evolve in areas that might grow into Part D requirements in 2008 and 2009.

# Questions?

