



Medicare and MSHO (All Medicare and MSHO Products with Part D) MTM Program Protocol

BACKGROUND

HealthPartners is offering our MTM program to help members better manage their medications high risk by meeting with a clinical pharmacist for FREE.

PATIENT IDENTIFICATION

- HealthPartners identifies qualified members by:
 - Claims data indicating medications to treat 3 or more of these chronic conditions
 - Congestive Heart Failure
 - Diabetes
 - End Stage Renal Disease
 - Depression
 - Respiratory Disease
 - Claims data indicating 8 or more unique medications.
 - Claims data indicating that the member spent at least \$1,094 in the previous 3 months.
- A member can self-refer to the program.
- A member can be referred to the program from any healthcare provider.

PATIENT RECRUITMENT

If the member met the criteria for the program (as listed above), an invitation letter will be sent along with information about how to make an appointment with a HealthPartners Network MTM provider

- There are no copays for MTM visits (even members with high deductible type plans).
- Face to face appointments are preferred. Telephone visits are allowed.
- The frequency of MTM visits will be determined by the MTM pharmacist and the member's other providers, with the intent that MTM services will occur frequently enough to help achieve the member's health goals.

IF A MEMBER WAS INVITED TO THE PROGRAM AND WOULD LIKE TO USE A DIFFERENT MTM PROVIDER THAN THEY WERE ASSIGNED TO:

- Let the member know they can see all of their in-network MTM options by searching Find Care on their authenticated HealthPartners portal login website page and provide them the general link if needed. <https://www.healthpartners.com/public/login/>
- Also direct member to call member services (number on back of insurance card) if they need additional assistance in finding a MTM provider.

IF A MEMBER WOULD LIKE TO OPT-OUT OF THE MEDICARE MTM PROGRAM PLEASE SEND AN EMAIL TO "MTMCoordinators@HealthPartners.com" WITH:

- MEMBER NAME
- DOB
- HP MEMBER ID