



Self-Insured Program (non-Medicare Package Codes) MTM Program Protocol with NO Incentives

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

- A member can self-refer to the program.
- A member can be referred to the program from any healthcare provider.

PATIENT RECRUITMENT

- Self-Insured members who are not in an MTM Enhanced Program will not be targeted for MTM. They can self-refer or be referred by a healthcare provider as noted above.
- There are no copays for MTM visits (even for 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 WOULD LIKE TO SELF-REFER OR WERE REFERRED TO SEE MTM BY THEIR HEALTHCARE PROVIDER:

- 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 let member know to call member services (number on back of insurance card) if they continue to have issues finding a MTM provider.