



ThedaCare (Group #34600) Program Protocol with NO Incentives  
MTM Program Protocol  
Package Codes: WI226 and WI209

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 uses clinical and demographic data to identify and target members who would be great candidates for MTM.
- A member can self-refer to the program.
- A member can be referred to the program from any healthcare provider.

PATIENT RECRUITMENT

- If HealthPartners targets the member for the program (as listed above), an email or a letter containing the invitation message 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 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 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 let member know to call member services (number on back of insurance card) if they continue to have issues finding a MTM provider.