



SNBC Medicaid - Group #4180
Pkg Codes HP266, HP267, HP268, HP269, HP270 and HP271
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 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.

PARTICIPATION INCENTIVES

Targeted membership are the only SNBC members eligible for the incentive. Members need to complete a visit with a pharmacist to receive an annual incentive and do not need to sign a participation agreement form.

- A \$25 gift card for completing a visit, maximum of 1 gift card per membership year. Please allow up to 8 weeks after the visit for the member to receive their gift card.

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.