Documenting a CMR

A Comprehensive Medication Review (CMR) is an interactive, person-to-person review and consultation of a patient’s complete medication regimen performed in real-time by a pharmacist. Following the review, a Standard Patient Takeaway must be provided to the patient. The takeaway follows CMS’ required format including cover letter, personal medication list and medication action plan. An optional CMR Worksheet is available in the Connect™ Platform to assist you with gathering all required information from the patient. A patient must be targeted for a CMR in order to bill for this service.

1 Select the CMR & Action Plan tab from the patient’s profile.

Use patient-friendly language for all fields as the information listed will appear on the Patient Takeaway. This takeaway serves as a reference for the patient and can be shared with family members, doctors and other care providers.

A patient is targeted for a CMR if the To Do tab indicates Needs Comprehensive Medication Review (CMR).

Remember to also complete all TIPs that you discussed during the CMR.

2 First, update the Medication Profile

The Medication Profile should provide a current list of all prescription and nonprescription medications for the patient along with current conditions and known allergies or side effects. Remember, all items listed in the profile will appear on the Patient Takeaway.

Access the Medication Profile from either the Medication Profile tab or the link under #1.

You may choose to download the optional CMR worksheet to assist you in gathering all required information.

1 Review and update the patient’s Medication Profile.

2 Update the Medication Action Plan by recording the problems identified during the CMR in patient-friendly language. Please arrange the topics discussed with the patient in order of importance, with the most important items listed first.
**Medication Profile (continued)**

**a Update Current Conditions.**
Add/subtract conditions to include all conditions the patient is currently treating. If a condition is not listed, enter it under Other Conditions.

**b Update Drug Allergies & Side Effects.**
If the patient has a known allergy or side effect, enter the medication and the associated reaction. If the patient has no known allergies or side effects, check the box for "No known drug allergies."

**c Update Current Medications.**
For each medication, fill out the prescriber’s first and last names, directions for use and related condition in patient-friendly language. If a listed medication has been discontinued, click the "x" on the right to remove it. The completed list should only include medications (both prescription and non-prescription) that the patient is currently taking.

Add missing medications (Ex. patient uses samples or paid cash) and OTC medications. For OTC products, write OTC in the prescriber field. Start typing the name and a drop-down list will appear. Select the medication and dose.

When adding directions, include quantity, dosage form, route of administration and frequency. Connect translates sig codes into patient-friendly language.

View Sig Code Guidance for additional information.

If you noted a problem related to current therapy or identified a gap in therapy, select Add Problem to add it to the patient’s Medication Action Plan.

> If pharmacist-identified claims are allowed and your intervention is a billable service, start a claim from the Add a Problem box.
3. Return to the CMR & Action Plan tab to complete points 2-8.

2. Include noted drug therapy problems, suggested changes for the patient’s administration or other action items. *One item per line, written in patient-friendly language*

3. The MTM claim must be submitted within 7 days of patient/representative-pharmacist interaction.

4. Usually, a CMR is completed with the patient. However, in some cases, you may perform a CMR with someone on the patient’s behalf, such as a family member or caregiver. *If delivering a CMR to a patient representative because the patient is cognitively impaired, please select the method used to determine impairment.*

5. Verify the address of the CMR recipient (the person listed under #4), who will also receive the Patient Takeaway.

6. Include your hours (or general pharmacy hours) in case the patient has questions regarding the CMR.

7. Confirm that all information you provided is correct.

8. **Face-to-face is preferred to maximize the potential to identify drug therapy problems.** If your patient is unable to meet in person, phone may be an option. In some cases, a prior authorization code may be required (indicated within claim submission). To obtain a PA code, call 877.237.0050.