OutcomesMTM for Pharmacy Technicians

Technicians play a key role in the delivery of MTM services by providing guidance and support to the pharmacy team and helping to engage the patient on a personal level. Student interns may also assist with your OutcomesMTM program by registering at the technician level. Upon graduation and licensing, former students should call OutcomesMTM to update their profiles to pharmacist level.

Get Started
All pharmacy technicians can complete the free, online training at outcomesmtm.com. After completing the training, you will request access to your pharmacy(ies). Once your link is approved, you can submit claims on behalf of any trained pharmacist affiliated with your MTM Center’s profile.

Identify OutcomesMTM-eligible Patients
Familiarize yourself with the plans in your area that participate with OutcomesMTM. If a patient from one of these plans comes into the pharmacy, you can enter the patient’s last name in your dashboard search box. If a covered service was initiated, start a pending claim under the patient’s profile.

Review your pharmacy’s queue of patients who are due to pick up a medication. If the patient has a pending TIP, add a note to the bag as a reminder for the pharmacist to discuss this issue with the patient. If the patient is targeted for a Comprehensive Medication Review (CMR), you may contact the patient in advance to coordinate the pick-up time with pharmacist availability to deliver the CMR.

Alert Pharmacists to Billable Services
- Review your pharmacy’s MTM Opportunities queue regularly to ensure pharmacists respond to all TIPs.
- Identify billable MTM services while filling prescriptions and working at the register. It may be helpful to keep a stack of Encounter Worksheets (found under Resources) to record interventions as they arise. Remember that not every patient is eligible for all OutcomesMTM services. You may need to log in and start a claim to see the available services for that patient.

  o Prescriber Consultation
    ▪ Was there an alert while dispensing the medication?
    ▪ Did the pharmacist or you spot a potential problem that will require a discussion with a prescriber?

  o Patient Consultation-Adherence
    ▪ Is the patient late to pick up a medication?
    ▪ Is the patient too early for the refill?
    ▪ Does this medication require specific administration technique to be successful?

  o Patient Education & Monitoring
    ▪ Is the medication you filled a New or Changed Prescription Therapy?
    ▪ Is the patient asking about a New or Changed OTC Therapy?
Distribute and Monitor Communications

- Connect pharmacists with patients or prescribers for service delivery.
- Generate and send prescriber communications.
  - Use your pharmacy’s fax form or the Create Prescriber Fax tool from the patient’s OutcomesMTM profile.
- Monitor responses from prescribers and patients.
- Follow up with additional communications as necessary until a response is received.
- Watch for Review & Resubmit claims that may require edits or additional notes.

Document Claims

Technicians can document any type of claim—including TIPs, CMRs, Review & Resubmit claims and pharmacist-identified interventions—on behalf of a pharmacist. When submitting a claim, simply choose the pharmacist who provided the service and continue with claim documentation.

Comprehensive Medication Review (CMR)

CMRs are documented differently than other claims. As a pharmacy technician, you can assist pharmacists in many aspects of this service.

- Offer and schedule the CMR service.
  - Use the Connect™ Platform to determine a patient in need a CMR.
  - Identify the date of the patient’s next refill, as it may be a convenient appointment time for the patient.
  - Call the patient in advance to offer the service and schedule an appointment.
- Collect a complete medication list from the patient (OTCs, herbals and prescription medications). Document these medications on the patient’s Medication Profile or on the CMR Worksheet, which can be found in Resources.
- Note new medications and pending TIPs for the pharmacist to address during the appointment.
- Upon completion of the CMR, assist with updating the medication profile and Medication Action Plan, generating the Patient Takeaway and delivering it to the patient.
- Schedule follow-up appointments as needed for additional interventions identified during the CMR, and remind pharmacists when it is time to follow up with patients or prescribers.