



 **OUTCOMESMTM™**  
The Face-to-Face Difference

# OutcomesMTM User Training Program



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The Face-to-Face Difference



# Introduction

- ▶ The OutcomesMTM User Training Program will take approximately one hour to complete
- ▶ Comprised of (9) modules
  - ▶ Introduction
  - ▶ Covered Services
  - ▶ Connect Platform – General Navigation
  - ▶ Connect Platform – Comprehensive Medication Review Claims
  - ▶ Connect Platform – Pharmacist Initiated Claims
  - ▶ Connect Platform – Targeted Intervention Program Claims
  - ▶ Case Study
  - ▶ Policy & Procedures and Quality Assurance
  - ▶ Post Test (online only)

# Introduction - Post Test

- ▶ The OutcomesMTM User Training Post-Test is available online only
  - ▶ Create an account by going to [www.outcomesmtm.com](http://www.outcomesmtm.com) and select "Login"
  - ▶ Select "Create An Account"
  - ▶ Once logged in, the Post Test will be located under the "Training" link
- ▶ Upon successful completion of the training program, the user's profile will be activated to begin participating in the OutcomesMTM network
- ▶ Questions?
  - ▶ Contact OutcomesMTM at 877-237-0050 or [info@outcomesmtm.com](mailto:info@outcomesmtm.com)

# Introduction – What is MTM?

- ▶ What is Medication Therapy Management?
- ▶ Medication Therapy Management is a term, coined by Congress in the Medicare Modernization Act, to describe services provided by pharmacists that help consumers get the best results from medications through:
  - + Enhanced consumer understanding of medications
  - + Increased consumer adherence to medication directions
  - + Prevention of drug complications, conflicts and interactions
- ▶ MTM is the analytical, consultative, educational and monitoring services that are provided by pharmacists to facilitate the achievement of positive therapeutic and economic results from medication therapy.

# Introduction – OutcomesMTM

- ▶ The OutcomesMTM approach is simple:
  - ▶ We contract with sponsors, including employers, health insurers, government programs, pharmaceutical manufacturers, consumers and other payors to provide MTM service coverage for members
  - ▶ We compensate local OutcomesMTM Personal Pharmacists for the delivery of these services
  - ▶ We document and report the value of these services to contracted sponsors
- ▶ OutcomesMTM covers a broad menu of services to improve healthcare quality and control costs. Our base covered service menu is included below, although some plan-specific customizations to covered services may apply:
  - ▶ Comprehensive Medication Reviews or CMRs
  - ▶ Prescriber Consultations for cost efficacy management and drug therapy problem resolution
  - ▶ Patient Adherence Consultations to resolve overuse, underuse or administration/technique issues
  - ▶ Patient Education and Monitoring for new or changed medications



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# COVERED SERVICES MODULE

# Covered Services - CMR

- ▶ A Comprehensive Medication Review, or CMR, is a systematic process of:
  - ▶ Assessing medication therapies to identify medication-related problems
  - ▶ Developing a prioritized list of medication-related problems
  - ▶ Creating a plan to resolve them with the patient, caregiver and/or prescriber
- ▶ A CMR is an interactive person-to-person consultation conducted between the patient and/or caregiver and the pharmacist. The CMR is intended to occur face-to-face. If it cannot be completed face-to-face a prior authorization for a phone-based CMR must be obtained by contacting Outcomes.
- ▶ The CMR is designed to:
  - ▶ Improve patients' knowledge of their prescriptions, over-the-counter medications, herbal therapies and dietary supplements
  - ▶ Identify and address problems or concerns of the patient
  - ▶ Empower patients to self-manage their medications and health conditions
- ▶ At the conclusion of a CMR the patient should receive a takeaway in a standard format, which includes a personal medication list (PML) and medication action plan (MAP)

# Covered Services - CMR

- ▶ For this service, the patient and a pharmacist complete a one-on-one consultation. This allows a pharmacist to inventory all of the patient's medications.
- ▶ Prior to the visit, the patient should gather all medications (prescription medications, OTCs, herbals, supplements and samples), and bring them to the appointment.
- ▶ During the visit, the pharmacist evaluates each medication
- ▶ If drug therapy problems are detected, the pharmacist documents each problem and takes action to resolve these issues. Often, these subsequent services are additional billing opportunities within the OutcomesMTM Connect platform.
  - ▶ During the course of a CMR, a pharmacist may identify Prescriber Consultations, Patient Adherence Consultations and Patient Education/Monitoring interventions.
- ▶ OutcomesMTM identifies patients eligible for a CMR on an ongoing basis. Typically, OutcomesMTM-eligible patients who are eligible for a Comprehensive Medication Review may receive one per calendar year.

# Covered Services - Prescriber Consultations

- ▶ A Prescriber Consultation is intended to resolve medication conflicts, duplications or cost savings opportunities.
  - ▶ This service gives the pharmacist an opportunity to serve as a drug therapy expert and patient advocate, ensuring the patient is taking the most clinically-appropriate and cost-effective medications.
- ▶ Cost Efficacy Management can take multiple forms.
  - ▶ Often, it is related to formulary management or utilization of generic products.
  - ▶ In some cases, the use of combination products or other strategies may be beneficial. In those cases, Cost Efficacy Management should be documented.

# Covered Services - Adherence Consultations

- ▶ A Patient Adherence Consultation is a consultation between a pharmacist and an OutcomesMTM-eligible member to resolve medication overuse, underuse or inappropriate administration/technique.
- ▶ In this coupled service, a pharmacist completes both an initial consultation to address the adherence concern, as well as a follow-up to ensure improved compliance has been achieved.
  - ▶ Both the initial education and the subsequent monitoring must occur in order for the service to be payable. For underuse claims, the pharmacist is required to document that the patient has filled their next refill on time.
- ▶ When documenting an adherence claim, the pharmacist will be required to provide the patient-specific barriers that led to the non-adherence.

# Covered Services – Education & Monitoring

- ▶ During an Education and Monitoring intervention, a pharmacist provides counseling and follow-up for a new or changed prescription or OTC medication.
- ▶ The initial education portion of this service typically occurs during a pharmacist's typical point-of-sale counseling for the new product.
- ▶ Monitoring may occur at any appropriate time and is often patient and medication specific. It may occur face-to-face or over the phone. During monitoring, the pharmacist should:
  - ▶ Assess patient satisfaction with therapy
  - ▶ Monitor Patient-Reportable Symptoms
  - ▶ Monitor Side-Effects
  - ▶ Monitor Adherence
  - ▶ Address Patient Questions
- ▶ It is important to remember that this service is designed to identify drug therapy problems during the monitoring appointment. If drug therapy problems are found during monitoring (or at anytime), the pharmacist should take action to help resolve drug therapy problems, thus resulting in additional billable services.

# Covered Services

- ▶ Often, one encounter with a patient may result in multiple interventions.
  - ▶ EXAMPLE: If a patient meets with a pharmacist for a CMR, the CMR is one billable service for the pharmacist. If, during that CMR, the pharmacist identifies a cost savings opportunity for the patient and successfully initiates a new therapy, this Prescriber Consultation is yet another billable service for the pharmacist. Now, because the patient is initiating a new or changed medication, the pharmacist has a third opportunity to bill, by providing appropriate Patient Education and Monitoring as the third service. Overall, this pharmacist could bill for three distinct services.

# Covered Services

- ▶ OutcomesMTM utilizes the externally-validated Actuarial Investment Model or AIM™ to assist health plans in quantifying the value of their investment in face-to-face MTM services. AIM is a severity measurement of the MTM services provided by pharmacists. For most interventions, the pharmacist must choose one of the following seven severity levels:
  - ▶ Level 1- Adherence Support
  - ▶ Level 2- Reduced Medication Costs
  - ▶ Level 3- Prevented a Physician Visit
  - ▶ Level 4- Prevented an Additional Prescription Order
  - ▶ Level 5- Prevented an Emergency Room Visit
  - ▶ Level 6- Prevented a Hospital Admission
  - ▶ Level 7- Prevented a Life Threatening Situation
- ▶ Additional information on severity levels will be provided later in the training.



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# GENERAL NAVIGATION MODULE

# General Navigation

- ▶ The Connect platform has many built-in features to simplify documentation and billing of MTM services. These features include:
  - ▶ A dashboard to help organize workflow and create efficiencies regarding MTM opportunities, such as claims to review and resubmit, patients with work in progress, and CMRs scheduled
  - ▶ A patient-centric approach to help ensure all MTM opportunities for a patient are addressed, maintaining continuity of care regardless of what pharmacist is providing this level of service
  - ▶ A prioritized list of patients with MTM Opportunities to identify patients at highest risk of medication-related problems
  - ▶ A streamlined claim submission process to assist in the selection of documentation and billing codes, as well as severity levels.

# General Navigation

- ▶ Once you have logged in to the OutcomesMTM Connect platform, the first screen you will see is the **Dashboard**. The Dashboard provides users with a snapshot of MTM activity, including:
  - ▶ Claims to review and resubmit
  - ▶ Patients with work in progress
  - ▶ Scheduled CMRs
  - ▶ The next 5 patients with MTM opportunities
  - ▶ The name of pharmacy and total number of patients at this pharmacy
  - ▶ Quick pharmacy-specific Patient Search functionality, based upon last name and date of birth OR patient ID
- ▶ You also have quick access to:
  - ▶ Resources
  - ▶ Training
  - ▶ Pharmacy Information
  - ▶ User Information
- ▶ From any screen within the Connect platform, you can access the main navigation at the top of the screen to access:
  - ▶ • The Dashboard
  - ▶ • MTM Opportunities
  - ▶ • Patients
  - ▶ • MTM Claims

## Welcome DEMO!

**Important!** All completed services in 2013 must be billed prior to 12/31/13! [View details](#)

0

Claims to review & resubmit

3

Patients in progress

0

Scheduled CMRs

### Next 5 Patients with MTM Opportunities

The following patients have the greatest risk for medication-related problems. These MTM opportunities represent approximately **\$515 of potential revenue**.

Patient Name	Date of Birth	Phone	MTM Opportunities
AGUM****, MERA****	12/18/1942		Needs CMR, 2 TIPs >
SILM****, MARS****	01/08/1944		Needs CMR, 2 TIPs >
ANDR****, R****	03/04/1954		Needs CMR, 1 TIP >
AYAI****, JUVA****	04/14/1957		Needs CMR, 1 TIP >
BAK****, J****	06/30/1933		Needs CMR, 1 TIP >

[View more patients with MTM Opportunities](#)

#### OUTCOMES TRAINING PHARMACY

Total # Patients: 1000

Report card coming soon!

#### Patient Search

Last Name:

Date of Birth:

Patient ID:

Search

# General Navigation

- ▶ Selecting the name of the user, you will see the options of **My Profile**, **Account Security**, **Manage Pharmacies**, and **Log Out**:

The screenshot displays the OutcomesMTM user interface. At the top, the logo 'OUTCOMESMTM™ The Face-to-Face Difference' is on the left, and 'Resources Training Help' is on the right. Below the logo, 'OUTCOMES TRAINING PHARMACY' and 'DEMO SECURE (Pharmacist)' are shown with dropdown arrows. A navigation bar contains 'Dashboard', 'MTM Opportunities', 'Patients', and 'MTM Claims'. A blue arrow points from the 'DEMO SECURE (Pharmacist)' dropdown to a menu with options: 'My Profile', 'Account Security', 'Manage Pharmacies', and 'Log Out'. Below the navigation bar, a 'Welcome DEMO!' message is followed by three metrics: '0 Claims to review & resubmit', '5 Patients in progress', and '1 Scheduled CMRs'. A section titled 'Next 5 Patients with MTM Opportunities' explains that these patients have the greatest risk for medication-related problems and represent approximately \$275 of potential revenue. A table lists these patients with columns for Patient Name, Date of Birth, Phone, and MTM Opportunities. On the right side, there is a 'Patient Search' form with fields for Last Name, Date of Birth (mm/dd/yyyy), and Patient ID, and a 'Search' button.

Patient Name	Date of Birth	Phone	MTM Opportunities
BEAH****, HELB****	01/14/1938		2 TIPs >
BENJ****, JOYB****	02/11/1943		2 TIPs >
M****, PATM****	01/05/1939		Needs CMR, 2 TIPs >
MELA****, ASEM****	02/09/1935		2 TIPs >
SALC****, CRES****	07/18/1941		2 TIPs >

# General Navigation

- ▶ From the **My Profile** screen, you have the ability to manage license numbers, NPI number, address, email, phone number and other account information.
- ▶ From the **Account Security** screen, you can manage username, password and security questions.
- ▶ You can either add or remove pharmacies you should be associated with by using the **Manage Pharmacies** page. To remove access to a pharmacy, select 'Remove' below that specific pharmacy. To request access to a new pharmacy, enter the pharmacy's NABP number in the NABP field and select 'Add Pharmacy'
  - ▶ If the NABP/NCPDP number matches a number in the OutcomesMTM Connect platform, your request will go through an approval process. Once you have been granted access to a pharmacy, you will be able to view that pharmacy's list of OutcomesMTM-eligible patients.
- ▶ To log out of the OutcomesMTM Connect platform at any time, select the **Log Out** option.

# General Navigation

- ▶ To view a more robust listing of a pharmacy's MTM opportunities, navigate to the **MTM Opportunities** tab.
- ▶ The top 50 patients with MTM opportunities—prioritized by risk of medication-related problems—will be displayed. You will notice the following headers:
  - ▶ Priority ranking
  - ▶ Patient name
  - ▶ Date of birth
  - ▶ Phone number
  - ▶ Current number and type of MTM opportunities.
- ▶ MTM opportunities identified by OutcomesMTM will primarily be one of two types: CMR and TIP opportunities.
- ▶ You may also notice an approximate potential revenue amount is displayed, based on the number and type of MTM opportunities identified. It is important to note that this does not include any pharmacist-identified interventions that may need to be resolved and documented.

## Top 50 Patients with MTM Opportunities

The patients in this list are **prioritized by risk** for medication-related problems. These MTM opportunities represent approximately **\$2,450 of potential revenue** that OutcomesMTM has identified for this pharmacy. ←

Priority	Patient Name	Date of Birth	Phone	MTM Opportunities
1	BEAH****, HELB****	01/14/1938		2 TIPs
2	BENJ****, JOYB****	02/11/1943		2 TIPs
3	M****, PATM****	01/05/1939		Needs CMR, 2 TIPs
4	MELA****, ASEM****	02/09/1935		2 TIPs
5	SALC****, CRES****	07/18/1941		2 TIPs
6	ADAM****, MARA****	02/06/1938		1 TIP
7	ALLW****, WANA****	11/01/1949		1 TIP
8	ANDJ****, J****	06/22/1956		1 TIP
9	AVIM****, MARA****	06/07/1938		1 TIP
10	BENW****, WENB****	08/31/1933		Needs CMR, 1 TIP
11	BURZ****, ZINB****	12/19/1936		1 TIP
12	CALE****, E****	04/01/1933		Needs CMR, 1 TIP
13	DAND****, DIAD****	06/15/1955		1 TIP
14	DELB****, BERD****	07/05/1941		1 TIP
15	E****, MARE****	07/15/1945		Needs CMR, 1 TIP
16	EWII****, I****	09/01/1935		1 TIP
17	FREJ****, JAMF****	04/15/1950		Needs CMR, 1 TIP
18	GILC****, CONG****	07/08/1946		1 TIP

# General Navigation

- ▶ The **Patients** tab will display any OutcomesMTM-eligible patient who has filled at least one medication at your pharmacy in the past 12 months.
  - ▶ For each patient, you will see:
    - ✦ Patient name
    - ✦ Date of birth
    - ✦ Plan
    - ✦ Contact information
    - ✦ Last CMR offered
    - ✦ Last CMR completed
    - ✦ MTM opportunities
- ▶ There are also filters for patients, plan and CMR status. The magnifying glass is a “search all” function that allows you to perform keyword searches.
- ▶ Using the **Add a Patient** function, you can also search for a patient who is not currently on your patient list to determine if they are OutcomesMTM-eligible.
  - ▶ This function is important for helping identify a new patient at your pharmacy who may be OutcomesMTM-eligible.

## Patient List

Add a Patient 

Patients:  Plan:  CMR Status:

Show:



Patient Name ^	Date of Birth	Plan	Contact Info	Last CMR Offered	Last CMR Completed	MTM Opportunities
ABRK****, KEIA****	01/26/1963	OUTCOMES SAMPLE POLICY 2	1143 S1**** NEV****, IA **201		Never	>
ABRM****, MADA****	09/25/1998	OUTCOMES SAMPLE POLICY 1	1143 S1**** NEV****, IA **201		Never	Needs CMR >
ABRS****, SAMA****	10/25/2000	OUTCOMES SAMPLE POLICY 1	1143 S1**** NEV****, IA **201		Never	Needs CMR >
ACAL****, LAUA****	11/15/1923	OUTCOMES SAMPLE POLICY 1	4987 S4**** SUJ****, CA **534		Never	Needs CMR >
ACRW****, WARA****	03/15/1961	OUTCOMES SAMPLE POLICY 2	387 SA3**** VAL****, CA **590		Never	>
ADAC****, CLIA****	04/12/2001	OUTCOMES SAMPLE POLICY 2	30388 3**** CAM****, IA **046		Never	>
ADAJ****, J****	04/07/1960	OUTCOMES SAMPLE POLICY 1	30388 3**** CAM****, IA **046		Never	Needs CMR >
ADAM****, MARA****	02/06/1938	OUTCOMES SAMPLE POLICY 2	2360 R2**** NAP****, CA **558		Never	1 TIP >
ADAM****, MICA****	06/21/1954	OUTCOMES SAMPLE POLICY 2	1917 P1**** AME****, IA **010		Never	>
AGUM****, M****	11/17/1938	OUTCOMES SAMPLE POLICY 2	26926 2**** ESP****, CA **627		Never	>

# General Navigation

- ▶ The final navigation tab is the **MTM Claims** tab.
- ▶ This page will display all completed and unfinished claims for the pharmacy within a selected date range.
  - ▶ In addition to a “search all” function, you will find filters for:
    - + Claim status
    - + Action
    - + Result

## MTM Claims (Last 30 days)

Select Date Range:   ←

Claim Status:  Action:  Result:

Show:

Claim #	Patient Name	Encounter Date	Reason, Action, Result	Medication	Service Provider	Status
100356482	V***, CARV****	01/03/2014	Adherence - Needs check-in Patient consultation Adherence check-in completed	HYDROCORT OIN 2.5%	DEMO SECURE	Pending approval
100356483	V***, CARV****	01/03/2014	Adherence - Needs Check-in + 90 day fill Patient consultation Adherence check-in completed + 90 day fill	CYCLOBENZAPR TAB 10MG	DEMO SECURE	Pending approval
100356479	PORO****, OLEP****	12/27/2013	CMR - Complex drug therapy Comprehensive Medication Review CMR - Drug therapy problems identified		TIM SULLIVAN	Pending approval
100356480	PORO****, OLEP****	12/27/2013	Needs drug therapy Prescriber consultation Initiated new therapy	LISINOPRIL TAB 10MG	TIM SULLIVAN	Pending approval
100356477	ABRK****, KEIA****	12/24/2013	Cost-effective alternative Prescriber consultation Initiated cost effective drug	LEVOBUNOLOL SOL 0.5% OP SIMVASTATIN TAB 5MG	TIM SULLIVAN	Pending approval
100356461	JAMK****, KELJ****	12/17/2013	Adherence - Underuse of medication Patient consultation Altered adherence	METFORMIN TAB 1000MG	TIM SULLIVAN	Unfinished



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# COMPREHENSIVE MEDICATION REVIEW CLAIM MODULE

# Comprehensive Medication Review Claim

- ▶ This module will walk through the claim submission for a Comprehensive Medication Review (CMR). The first step is to select a patient from the dashboard who is a high priority for a CMR (Step A). This will then take you to this patient's profile and their **To Do** tab (Step B).
  - ▶ The steps can be viewed on the next slide.
- ▶ If you are going to be completing a CMR for this patient, it is a best practice to also address any available TIPs at the same time. We will review TIP claim submission later.
- ▶ If you schedule a CMR with a patient, document the scheduled appointment in the To Do tab. By scheduling a CMR, the patient will be marked as **In Progress**.

## Welcome DEMO!

**!** Important! All completed services in 2013 must be billed prior to 12/31/13! [View details](#)

0

Claims to review & resubmit

3

Patients in progress

0

Scheduled CMRs

### Next 5 Patients with MTM Opportunities

The following patients have the greatest risk for medication-related problems. These MTM opportunities represent approximately **\$515 of potential revenue**.

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AGUM****, MERA****	12/18/1942		Needs CMR, 2 TIPS >
SILM****, MARS****	01/08/1944		Needs CMR, 2 TIPS >
ANDR****, R****	03/04/1954		Needs CMR, 1 TIP >
AYAJ****, JUVA****	04/14/1957		Needs CMR, 1 TIP >
BAK****, J****	06/30/1933		Needs CMR, 1 TIP >

[View more patients with MTM Opportunities](#)

#### OUTCOMES TRAINING PHARMACY

Total # Patients: 1000

Report card coming soon!

#### Patient Search

Last Name:

Date of Birth:

Patient ID:

Search

Step A

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000868)

Step B

Start a Claim

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: Outcomes Sample Policy 1

Prescriber communication

To Do

Basic Info

CMR & Action Plan

Medication Profile

Rx History

MTM Claims

Labs

### Needs Comprehensive Medication Review (CMR)

Our records indicate that MERA\*\*\*\* is in need of a CMR. If you were unable to reach the patient or if the patient refused, go to the [CMR & Action Plan](#) tab and document an uncompleted CMR.

Step C

[Schedule a CMR](#) (You will not be allowed to schedule a CMR more than 30 days in advance)

### 2 TIPS Identified

Adherence - Underuse of medication - Statin – SIMVASTATIN TAB 40MG

High Risk Medication- Skeletal Muscle Relaxants – CYCLOBENZAPR TAB 10MG

# Comprehensive Medication Review Claim

## Here are the steps for completing a CMR:

- ▶ Step 1. Review and update the patient's medication profile. This is where ALL drug therapy information (such as prescriber, directions for use, related condition, etc.), current conditions, drug allergies and side-effects should be stored.
  - ▶ First, Select Medication Profile. (Step C)
  - ▶ Next, Select **Edit Conditions** and select **appropriate conditions** (Step D)
  - ▶ In the **Add Drug Allergy/Side Effect** section, enter any known allergies and type of reaction. (Step E)
  - ▶ Next the medication list will need to be updated with medication name, prescriber, directions and associated condition for each medication the patient is taking. Write directions in patient-friendly language. (Step F)
  - ▶ If you have identified a potential drug therapy problem, you can indicate that by selecting **Add Problem** to add the problem to the patient's action plan (Step G). The correct medication should be selected. Here is where the description of the problem, and what the patient should do, are captured.
- ▶ You can also start a claim from the "Add a Problem to the Medication Action Plan" (Step H)
  - ▶ During the course of a CMR, you may identify additional billable interventions, including Prescriber Consultations, Patient Adherence Consultations or Patient Education/Monitoring. Document these interventions separately for additional reimbursement.

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000868)

Start a Claim

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: Outcomes Sample Policy 1

Prescriber communication

To Do

Basic Info

CMR & Action Plan

Medication Profile

Rx History

MTM Claims

Labs

Print medication profile

**Current Conditions** - last modified 12/28/2013

Conditions are inferred by the patient's Rx history.

- Depression
- Diabetes
- Heartburn
- High Cholesterol
- Pain

Edit Conditions

Step D

**Drug Allergies & Side Effects**

Allergy or Side Effect	Reaction
No known allergies or side effects	

Add Drug Allergy/Side Effect:

Add

Step E

Step F

Step G

**Medications** - last modified 12/24/2013

**Reminder!** When performing a CMR, remember to review any TIPs listed on the To Do tab!

Medication	Prescriber	Directions for Use	Related Condition	Action Plan
ARTHRTS PAIN TAB 650MG	EDUARDO ZAPATA		--Select Condition--	Add problem ✕
ASPIRIN TAB 81MG EC	EDUARDO ZAPATA		--Select Condition--	Add problem ✕
CEFUROXIME TAB 500MG	EDUARDO ZAPATA		--Select Condition--	Add problem ✕
CELEBREX CAP 200MG	EDUARDO ZAPATA		--Select Condition--	Add problem ✕

MERA\*\*\*\* AGUM\*\*

Date of Birth: 12/18/1942 (age)

To Do

Basic Info

### Current Conditions

Conditions are inferred by the

- Depression
- Diabetes
- Heartburn
- High Cholesterol
- Pain

Edit Conditions

### Medications - last modified

Reminder! When performing

Medication	Condition	Action Plan
ARTHRTS PAIN TAB 650MG	--Select Condition--	Add problem x
ASPIRIN TAB 81MG EC	EDUARDO ZAPATA	--Select Condition-- Add problem x

### Add a Problem to the Medication Action Plan

#### What type of problem is this?

- Related to a current medication: ARTHRTS PAIN TAB 650MG ▾
- Patient needs drug therapy
- Non-medication related

#### Describe the problem for the patient takeaway

#### Describe what the patient should do (for the patient takeaway)

Step H

- Start a claim for this problem: --Select Reason-- ▾

Note: You can continue this claim later from the To Do tab.

Cancel

Save & Close

Start a Claim

Prescriber communication

Labs

Print medication profile

Plans

Add

# Comprehensive Medication Review Claim

- ▶ **Step 2.** Return to the **CMR & Action Plan** tab (Step I) to complete the Medication Action Plan by recording the problems identified during the CMR. (Step J)
- ▶ You can also add a problem to the action plan from this screen.
- ▶ You can add a problem, even if unrelated to a medication.
- ▶ Make sure all medication action plan information is documented in patient-friendly terms, because it will be printed on the Standard Patient Takeaway.
- ▶ You can also delete a problem on the medication action plan. (Step K)

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Start a Claim

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: Outcomes Sample Policy 1

Prescriber communication

To Do

Basic Info

CMR & Action Plan

Medication Profile

Rx History

MTM Claims

Labs

### Document an Uncompleted CMR

➔ Submit a CMR claim for refusals or failed attempts to reach the patient

Step I

### Document a Completed CMR

- 1 Review and update the patient's **Medication Profile**.
- 2 Update the Medication Action Plan below by recording the problems identified during the CMR.

Date Added	Description of the Problem	What the Patient Should Do
01/08/2014	ARTHRITS PAIN TAB 650MG - Nausea	Take with food

Add a Problem to the Action Plan

Step J

- 3 Date the CMR was completed (steps 1 and 2):
- 4 Who was the CMR delivered to?
- 5 Will the Patient Takeaway be sent to the patient or someone else?  Patient  Someone else

Verify the patient's address. This address will appear on the Patient Takeaway.

Step K

# Comprehensive Medication Review Claim

- ▶ **Step 3.** Document the date the CMR was completed. (Step L)
- ▶ **Step 4.** Document to whom the CMR was delivered: if someone other than the patient, also document whether or not the patient is cognitively impaired. (Step M)
- ▶ **Step 5.** Note where the patient takeaway will be sent to. Verify and enter the recipient's address. (Step N)
- ▶ **Step 6.** Indicate the pharmacist's availability for questions, for example, Monday through Friday, 8am to 5pm. (Step O)

# Comprehensive Medication Review Claim

- ▶ **Step 7.** Print and deliver the patient takeaway in person or via mail.
  - ▶ You may add additional information to the patient takeaway, such as a reminder to schedule a follow-up appointment with their physician for lab work, if needed.
  - ▶ You will also need to attest to updating patient information for the patient takeaway and the date of takeaway delivery. The patient takeaway needs to be delivered within 14 days of when the CMR was completed. (Step P)
  - ▶ The patient takeaway is also created during this step. (Step Q)
- ▶ **Step 8.** Finally, submit a CMR claim so you can get paid for your work.
  - ▶ Indicate whether or not the CMR was a medication reconciliation, post hospital discharge.
  - ▶ Document the method of delivery for the CMR: face-to-face or phone-based. If phone-based, a prior authorization will be required.
  - ▶ Finally, select **Submit CMR Claim.** (Step R)

3 Date the CMR was completed (steps 1 and 2): 01/01/2014

← Step L

4 Who was the CMR delivered to?

Patient

← Step M

5 Will the Patient Takeaway be sent to the patient or someone else?  Patient  Someone else

← Step N

Verify the patient's address. This address will appear on the Patient Takeaway.

220 CA2****
Address Line 2
WOO****, CA **695

6 Pharmacist's availability for questions:

Monday through Friday, 8am to 5pm

← Step O

7 Print and deliver the Patient Takeaway in person or via mail

← Step P

I attest that I have reviewed and updated the patient's conditions, allergies, medications and Medication Action Plan.

Add additional notes for the Patient Takeaway (optional):

Date of Patient Takeaway delivery: mm/dd/yyyy

Create Patient Takeaway

← Step Q

8 Submit a CMR claim so you can get paid for your work!

CMR was a medication reconciliation post hospital discharge

Was the CMR delivered face-to-face with the patient or by phone?

Face-to-face  Phone – requires Prior Authorization Code:

← Step R

Submit CMR Claim



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# PHARMACIST INITIATED CLAIMS MODULE

# Pharmacist Initiated Claims

- ▶ Pharmacist-initiated claims are interventions that are identified by a pharmacist.
  - ▶ These can be interventions that pharmacists identify during drug utilization reviews, such as adherence, drug interactions or duplication of therapy issues.
  - ▶ These drug therapy problems can be any covered service a pharmacist identifies, generally during workflow, but also during a comprehensive medication review.
  - ▶ An indicator on the patient's profile will tell you if the patient qualifies for pharmacist initiated services.
- ▶ To submit a pharmacist initiated claim, open the profile for the desired patient and select **Start a Claim**. (Step A)

NERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Step A



Start a Claim

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: Outcomes Sample Policy 1

Prescriber communication

To Do

Basic Info

CMR & Action Plan

Medication Profile

Rx History

MTM Claims

Labs

### Needs Comprehensive Medication Review (CMR)

Our records indicate that NERA\*\*\*\* is in need of a CMR. If you were unable to reach the patient or if the patient refused, go to the [CMR & Action Plan](#) tab and document an uncompleted CMR.

[Schedule a CMR](#) (You will not be allowed to schedule a CMR more than 30 days in advance)

### 1 Unfinished Claim

[Adherence - Inappropriate admin/technique](#) – ARTHRYS PAIN TAB 650MG

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# Pharmacist Initiated Claims

- ▶ From the **Submit a Claim** page, begin by completing the **About the MTM Service** section.
- ▶ Select the reason you initiated the intervention. (Step B)
  - ▶ For a full list of covered services, see the OutcomesMTM Policy and Procedure Guide, or reference an Encounter Worksheet. These tools can be found under the Resources section on your profile.
- ▶ Indicate what service was provided (Step C) as well as the outcome of that service (Step D)
  - ▶ The dropdown menu options will be filtered according to your selection in the previous field.
- ▶ Enter the date the service was completed, along with any other required documentation. (Step E)
  - ▶ Documentation requirements will vary according to the type of intervention. You will be prompted to enter all required information.
- ▶ To advance to the next section, click **Next**.(Step F)

## Submit a Claim

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 1 [Patient profile](#)

### About the MTM Service

Why was the service initiated? (Reason) 

Dose too high

← Step B

What service was provided? (Action)

Prescriber consultation

← Step C

What was the outcome of the service? (Result)

Decreased dose

← Step D

Date the outcome was determined (Encounter Date)

01/01/2014

← Step E

**Next »** [Leave claim as pending](#)

↑ Step F

▶ Initial Prescription

▶ New or Recommended Prescription

▶ Severity Level & Rationale

▶ Additional Notes ( for your use only )

# Pharmacist Initiated Claims

- ▶ You will advance to the **Initial Prescription** section, where you will indicate the medication that prompted this intervention.
- ▶ From the dropdown menu, select the appropriate medication. (Step G)
  - ▶ This list will populate with all medications from the patient's current medication list. To bill claims for medications not currently on the patient's list, select **Other** and search the OutcomesMTM medication database.
  - ▶ When using the search function, begin typing the product name and a list of potential matches will appear. Select the correct product from this list.
- ▶ The Rx number can be provided in an optional field. (Step H)
- ▶ Enter the metric quantity. (Step I)
- ▶ Enter the days supply. (Step J)
- ▶ When all documentation is complete, hit **Next**. (Step K).

## Submit a Claim

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 1 [Patient profile](#)

▶ About the MTM Service

▶ Initial Prescription

Medication (populated from the patient's current medication list)

Other

Medication

LISINOPRIL TAB 30MG

Rx number (optional)

123456789

Metric quantity

30

Days supply

30

[Leave claim as pending](#)

▶ New or Recommended Prescription

The diagram illustrates the following steps:

- Step G:** Points to the 'Other' dropdown menu and the 'LISINOPRIL TAB 30MG' text input field.
- Step H:** Points to the '123456789' text input field for the Rx number.
- Step I:** Points to the '30' text input field for the metric quantity.
- Step J:** Points to the '30' text input field for the days supply.
- Step K:** Points to the 'Next >' button.

# Pharmacist Initiated Claims

- ▶ You will now complete the **New or Recommended Prescription** section, which indicates the therapy you recommended the patient begin.
  - ▶ If the patient or prescriber refuses your recommendation, you will still provide information on the product you recommended.
- ▶ Use the search function to locate the appropriate product. (Step L)
- ▶ There is the option to add the Rx number. (Step M)
- ▶ Enter the metric quantity. (Step N)
- ▶ Enter the days supply. (Step O)
- ▶ When all documentation in this section is complete, hit **Next**. (Step P).

## Submit a Claim

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 1 [Patient profile](#)

▶ About the MTM Service

▶ Initial Prescription

▶ **New or Recommended Prescription**

Medication

LISINOPRIL TAB 20MG

← Step L

Rx number (optional)

987654321

← Step M

Metric quantity

30

← Step N

Days supply

30

← Step O

Next »

Leave claim as pending

← Step P

▶ Severity Level & Rationale

▶ Additional Notes ( for your use only )

# Pharmacist Initiated Claims

- ▶ In the **Severity Level & Rationale** section you will provide information that OutcomesMTM will use to report the value of your intervention to the health plan.
- ▶ Start by selecting the highest reasonable and foreseeable severity level. (Step Q)
  - ▶ The severity level indicates the potential health care costs that you avoided for the patient as a result of your intervention.
- ▶ In the following text box, provide the patient-specific clinical rationale to support the severity level you selected. (Step R)
- ▶ If you believe this intervention was an exceptional example of the value of MTM, select the appropriate **Feature Encounter** box. (Step S)
- ▶ When documentation in this section is complete, click **Next**. (Step T)

## Submit a Claim

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 1 [Patient profile](#)

▶ About the MTM Service

▶ Initial Prescription

▶ New or Recommended Prescription

▶ **Severity Level & Rationale**

What was the severity level of the intervention? 

Level 3 - Prevented a physician visit 

← Step Q

Step S

What is the patient specific information that supports the severity level you selected above?

The patient was experiencing dizziness, which could have led to a fall and subsequent physician visit. Decreasing the dose will help to prevent this.

← Step R

This intervention is an exceptional example to demonstrate the value of MTM services and would be great to be showcased as a [Feature Encounter](#).

Next »

[Leave claim as pending](#)

← Step T

▶ Additional Notes ( for your use only )

Leave Claim as Pending

Continue »

# Pharmacist Initiated Claims

- ▶ The final step in claim documentation is the **Additional Notes** section.
  - ▶ This section is not required, but allows a user to document any further information for their own reference.
- ▶ If desired, provide additional notes. (Step U)
- ▶ If desired, record the approximate time it took to complete the MTM service. (Step V)
- ▶ Documentation is now complete. At the bottom of the screen, select **Continue**. (Step W)
  - ▶ Notice that you can also leave this claim as pending at any time from this screen.

## Submit a Claim

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

Date of Birth: 12/18/1942 (age 71) Phone: 530\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 1 [Patient profile](#)

▸ About the MTM Service

▸ Initial Prescription

▸ New or Recommended Prescription

▸ Severity Level & Rationale

▸ **Additional Notes (for your use only)**

Additional notes regarding this claim (optional)

Sent initial communication to prescriber 12/20. Received response 1/1.

← Step U

Approximate time it took to complete the MTM service (optional)

20 minutes ▾

← Step V

Leave Claim as Pending

Continue »

← Step W

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# Pharmacist Initiated Claims

- ▶ From the following confirmation screen, you can review all information you have provided for this intervention.
- ▶ To complete the submission process, select **Submit Claim.** (Step X)
- ▶ Remember, you can identify and resolve drug therapy problems at any point during the dispensing workflow, during a CMR or any other consultation with a patient, such as in follow-up to a new or changed therapy.

## Review & Submit Your Claim

MERA\*\*\*\* AGUM\*\*\*\* (ID #MTM00000864)

**Date of Birth:** 12/18/1942 (age 71) **Phone:** 530\*\*\*\* **Plan:** OUTCOMES SAMPLE POLICY 1

### About the MTM Service

Reason for initiating the service (Reason):	Dose too high
Service provided (Action):	Prescriber consultation
Outcome of the service (Result):	Decreased dose
Date the outcome was determined (Encounter Date):	01/08/2014

### Prescription Information

Initial Prescription:	LISINAPRIL TAB 30MG Rx #123456789 Metric quantity: 30, Days supply: 30
New or recommended prescription:	LISINAPRIL TAB 20MG Rx #987654321 Metric quantity: 30, Days supply: 30

### Severity Level & Rationale

Severity level:	Level 3 - Prevented a physician visit
Severity level rationale:	prevented

### Additional Notes

Time it took to complete the MTM service:	20 minutes
-------------------------------------------	------------

Estimated payment for this claim: **\$20.00**

[« Go back and make changes](#)

[Submit Claim](#)

← **Step X**



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# TARGETED INTERVENTION PROGRAM CLAIMS MODULE

# Targeted Intervention Program Claims

- ▶ TIPS are patient-specific potential drug therapy problems identified by OutcomesMTM
  - ▶ TIPS are generated using plan-provided data, such as prescription claims.
  - ▶ Not all TIPS will require an intervention, but it is important for pharmacists to review the TIPS identified in order for a patient to determine the most appropriate action to take.
- ▶ When a TIP is valid, you will initiate an MTM claim to resolve the issue.
- ▶ As a reminder, TIPS, as well as all MTM opportunities, can be selected from the Dashboard, MTM Opportunities or Patients tabs.

# Targeted Intervention Program Claims

- ▶ Start by selecting a patient with TIPs:

The screenshot displays the OutcomesMTM web application interface. At the top, the logo 'OUTCOMESMTM™ The Face-to-Face Difference' is on the left, and navigation links 'Resources', 'Training', and 'Help' are on the right. Below the logo, there are dropdown menus for 'OUTCOMES TRAINING PHARMACY' and 'DEMO SECURE (Pharmacist)'. A navigation bar contains 'Dashboard', 'MTM Opportunities', 'Patients', and 'MTM Claims'. The main content area starts with 'Welcome DEMO!' and three large orange numbers: '0' for 'Claims to review & resubmit', '4' for 'Patients in progress', and '0' for 'Scheduled CMRs'. To the right, a box shows 'OUTCOMES TRAINING PHARMACY' with 'Total Patients: 1000'. Below that is a 'Patient Search' form with fields for 'Last Name', 'Date of Birth' (with a 'mm/dd/yyyy' placeholder), and 'Patient ID', and a 'Search' button. The main section is titled 'Next 5 Patients with MTM Opportunities' and includes a sub-header: 'The following patients have the greatest risk for medication-related problems. These MTM opportunities represent approximately \$255 of potential revenue.' A table follows with columns for 'Patient Name', 'Date of Birth', 'Phone', and 'MTM Opportunities'. The first row, 'BENJ\*\*\*\*, JOYB\*\*\*\*', has '2 TIPs' circled in blue. Other rows include 'M\*\*\*\*, PATM\*\*\*\*' (Needs CMR, 2 TIPs), 'MELA\*\*\*\*, ASEM\*\*\*\*' (2 TIPs), 'SALC\*\*\*\*, CRES\*\*\*\*' (2 TIPs), and 'ADAM\*\*\*\*, MARA\*\*\*\*' (1 TIP). A link 'View more patients with MTM Opportunities' is below the table. At the bottom, contact information '(877) 237-0050 or info@outcomesMTM.com' and a copyright notice '© 2014 Outcomes Incorporated. All Rights Reserved.' are present.

Resources Training Help

OUTCOMES TRAINING PHARMACY ▼ DEMO SECURE (Pharmacist) ▼

Dashboard MTM Opportunities Patients MTM Claims

Welcome DEMO!

0 Claims to review & resubmit

4 Patients in progress

0 Scheduled CMRs

OUTCOMES TRAINING PHARMACY  
Total Patients: 1000

Patient Search

Last Name:

Date of Birth:

Patient ID:

Search

**Next 5 Patients with MTM Opportunities**

The following patients have the greatest risk for medication-related problems. These MTM opportunities represent approximately **\$255 of potential revenue**.

Patient Name	Date of Birth	Phone	MTM Opportunities
BENJ****, JOYB****	02/11/1943		2 TIPs
M****, PATM****	01/05/1939		Needs CMR, 2 TIPs
MELA****, ASEM****	02/09/1935		2 TIPs
SALC****, CRES****	07/18/1941		2 TIPs
ADAM****, MARA****	02/06/1938		1 TIP

[View more patients with MTM Opportunities](#)

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# Targeted Intervention Program Claims

- ▶ The Connect platform will direct you to the **To Do** tab from the patient's profile. From this list, select the TIP.

The screenshot displays the OutcomesMTM patient profile interface. At the top, the logo 'OUTCOMESMTM™ The Face-to-Face Difference' is on the left, and 'Resources Training Help' is on the right. Below the logo, 'OUTCOMES TRAINING PHARMACY' and 'DEMO SECURE (Pharmacist)' are visible. A navigation bar contains 'Dashboard', 'MTM Opportunities', 'Patients', and 'MTM Claims'. The patient's name 'JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)' is shown, along with a 'Start a Claim' button. Patient details include 'Date of Birth: 02/11/1943 (age 70)', 'Phone: 707\*\*\*\*', 'Plan: Outcomes Sample Policy 2', and 'Prescriber communication'. A tabbed interface shows 'To Do' as the active tab, circled in blue. Below the tabs, a box titled '2 TIPs Identified' lists two items: 'High Risk Medication - Estrogens - JINTELI TAB 1MG-5MCG' and 'High Risk Medication - Long Duration Sulfonylureas - GLYB/METFORM TAB 5-500MG'. A blue arrow points to the first item. At the bottom, contact information '(877) 237-0050 or info@outcomesMTM.com' and a copyright notice '© 2014 Outcomes Incorporated. All Rights Reserved.' are present.

# Targeted Intervention Program Claims

- ▶ The TIP will open, providing patient information, the reason for the intervention, the action needed and options for taking action on the TIP.
- ▶ If the TIP is not clinically relevant and should be removed, select **Remove-No Intervention Needed**.
- ▶ If you determine that the TIP should be acted upon, select **Start a Claim for this TIP** to proceed with claim documentation as demonstrated in the **Pharmacist Initiated Claims** section.
  - ▶ The reason code will be pre-selected for a TIP, but you will need to select the action, result, and date of encounter, and any other required fields.
  - ▶ If you are waiting on a prescriber or patient response, you may **Leave Claim as Pending** and finish documentation at a later time.
  - ▶ If you are unable to reach a patient or prescriber, or they refuse your recommendation, a claim should still be documented indicating the corresponding result.

**High Risk Medication - Estrogens**



**Patient Name:** JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Print

**Medication:** JINTELI TAB 1MG-5MCG

**Prescriber:** JAYESH PATEL | ph. (707) 423-2506 | fx. (707) 429-1158

**Reason for Intervention**

The patient is currently prescribed estrogen therapy. Estrogen products have been placed on the Beer's List and Centers for Medicare and Medicaid Services (CMS) list of high risk medications for elderly patients. According to the North American Menopause Society on the use of estrogen and progesterone in postmenopausal women, estrogen alone products may increase breast cancer risk with long-term use, are not cardio-protective, and increase risk of thrombosis and stroke. Based on the appropriate indication, please consider one of the following alternative medications:

- For menopausal symptoms: Citalopram 20 mg
- For menopausal symptoms: Sertraline 25 mg
- For menopausal symptoms: Venlafaxine 37.5-75 mg/day
- For menopausal symptoms: Premarin vaginal cream 0.625 mg
- For menopausal symptoms: Estring
- For osteoporosis prevention: alendronate 70 mg weekly
- For osteoporosis prevention: Calcium w/ Vitamin D 1.2 g/day divided 3-4 times daily

**Action Needed**

Consult with the prescriber regarding your recommendation. This is often done via phone or fax using the OutcomesMTM prescriber communication document.

**What would you like to do with this TIP?**

Remove - No Intervention Needed

Start a Claim for this TIP

(Submit a claim even if you were unable to reach the patient or the patient/prescriber refused)



# Targeted Intervention Program Claims

- ▶ If no intervention is needed, you will be prompted to cite a reason.

The screenshot displays the OutcomesMTM interface for a patient named JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867). The main form is titled 'High Risk Medication - Estrogens' and contains the following information:

- Patient Name:** JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)
- Medication:** JINTELI TAB 1MG-5MCG
- Prescriber:** JAYESH PATEL | ph. (707) 423-2506 | fx. (707) 429-1158

The 'Reason for Intervention' section is partially visible, showing text about the patient's current prescription and a list of reasons for intervention. A dropdown menu is open, titled 'Why was no intervention needed?', with the following options:

- Select Reason--
- Select Reason--
- Patient is no longer on medication
- Patient was in hospital (or other transition of care)
- Patient resides in LTC/assisted living
- Patient had adverse event/allergy to suggested medication
- Patient has tried and failed suggested medication
- Patient is deceased
- Patient paid cash
- Patient received samples
- Patient is pill-splitting
- Intervention already occurred
- Pharmacist determined intervention was not appropriate
- Patient already obtaining medication at cash price

The 'Action Needed' section states: 'Consult with the prescriber regarding your recommendation. This is often done via phone or fax using the OutcomesMTM prescriber communication document.'

The 'What would you like to do with this TIP?' section has two buttons: 'Remove - No Intervention Needed' and 'Start a Claim for this TIP'. Below the buttons, a note reads: '(Submit a claim even if you were unable to reach the patient or the patient/prescriber refused)'

# Targeted Intervention Program Claims

- ▶ If the TIP is valid, claim submission will begin with a pre-populated Reason field.

**Submit a Claim**

JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 2 [Patient profile](#)

**i** This claim is tied to a TIP therefore some of the fields below are not editable. – [view TIP](#)

**About the MTM Service**

Why was the service initiated? (Reason)   

What service was provided? (Action)

What was the outcome of the service? (Result)

Date the outcome was determined (Encounter Date)

[Leave claim as pending](#)

▶ Suboptimal Prescription

▶ New or Recommended Prescription

▶ Additional Notes ( for your use only )



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# CASE STUDY MODULE

# Case Study

- ▶ During this module, we want to make sure you understand how to document claims using the Connect platform. You will be given a case study, and we will walk through the documentation of these claims.
- ▶ You are filling a new prescription for Amoxicillin 500mg, 3 times daily for 10 days for a patient who has an upper respiratory infection, and you notice this patient has a Penicillin allergy. You confirm the allergy and the reaction with the patient, which was Anaphylaxis. The patient was hospitalized for two days after their last exposure. You explain that you will need to contact the prescriber to discuss safer alternatives. You contact the prescriber, who thanks you for catching this potentially life-threatening issue, and the medication is changed to an Azithromycin pack. After you counsel the patient on this new antibiotic, you and the patient determine that you will follow-up with them in three days to monitor progress. In three days when you follow-up with the patient, they state that they are feeling much better. You reiterate the importance of taking the medication until gone, and that this medication lasts for five days after the final dose. If the patient isn't completely better 10 days after starting the medication, they are to follow-up with you, and you will contact the prescriber to determine next steps. Since you have followed-up with this patient and can now document the result of the intervention, you can now bill for your services.

# Case Study

- ▶ Through this encounter, you have identified two billable interventions: an **Adverse Drug Reaction** and a **New/Changed Prescription Therapy**.
  - ▶ Documentation for these interventions is reviewed in the following slides.
- ▶ To begin claim documentation, select the appropriate patient from the patient list, which will take us to their **To Do** tab.
- ▶ Next, update the medication profile with drug allergies and side effects to reflect a Penicillin allergy and reaction of Anaphylaxis. (Step A)
- ▶ To start a claim for this encounter, select **Start a Claim**. (Step B)

JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Step B

Start a Claim

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: Outcomes Sample Policy 2

Prescriber communication

To Do

Basic Info

CMR & Action Plan

Medication Profile

Rx History

MTM Claims

Labs

Print medication profile

**Current Conditions** - last modified 01/07/2014

Conditions are inferred by the patient's Rx history.

- Asthma
- Depression

Edit Conditions

**Drug Allergies & Side Effects**

Allergy or Side Effect	Reaction	
Penicillins	Anaphylaxis	✕

Add Drug Allergy/Side Effect:

Add

Step A

**Medications** - last modified 01/07/2014

**Reminder!** When performing a CMR, remember to review any TIPS listed on the To Do tab!

Medication	Prescriber	Directions for Use	Related Condition	
CIPROFLOXACIN TAB 500MG	DAVID GILLIAM		--Select Condition--	✕
CITALOPRAM TAB 10MG	JAYESH PATEL		--Select Condition--	✕
FENOFIBRATE TAB 145MG	CYRUS MANCHERJE		--Select Condition--	✕
FLOVENT HFA AER 110MCG	JAYESH PATEL		--Select Condition--	✕
FLUZONE INJ PF 13-14	RONALD MCCOY		--Select Condition--	✕
FREESTYLE MIS LITE	JAYESH PATEL		--Select Condition--	✕
FREESTYLE TES LITE	JAYESH PATEL		--Select Condition--	✕

# Case Study

- ▶ From the **Submit a Claim** page, select the appropriate reason for the intervention, which would be adverse drug reaction. (Step C)
- ▶ Next, select the correct action, which is a prescriber consultation. (Step D)
- ▶ Next, select the appropriate result, which would be changed drug. (Step E)
- ▶ Document the date the outcome was determined, which is the date the prescriber accepted your recommendation, (Step F) then select **Next**. (Step G)

## Submit a Claim

JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 2 [Patient profile](#)

▸ About the MTM Service

Why was the service initiated? (Reason) 

Adverse drug reaction  ← Step C

What service was provided? (Action)

Prescriber consultation  ← Step D

What was the outcome of the service? (Result)

Changed drug  ← Step E

Date the outcome was determined (Encounter Date)

01/01/2014  ← Step F

[Leave claim as pending](#)

▸ Prescription Related to Adverse Drug Reaction

▸ New or Recommended Prescription

▸ Severity Level & Rationale

▸ Additional Notes ( for your use only )

Step G

[Leave claim as pending](#)

# Case Study

- ▶ You will now complete the **Prescription Related to Adverse Drug Reaction** section.
- ▶ Since the prescription was not filled, select **Other** from the medication dropdown and add Amoxicillin 500mg as a new medication. (Step H)
- ▶ Enter a metric quantity of 30 and days supply as 10. (Step I)
- ▶ Select **Next**. (Step J)

## Submit a Claim

JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 2 [Patient profile](#)

▸ About the MTM Service

▸ Prescription Related to Adverse Drug Reaction

Medication (populated from the patient's current medication list)

Other

Medication

AMOXICILLIN TAB 500MG

Rx number (optional)

123456789

Metric quantity

30

Days supply

10

Leave claim as pending

▸ New or Recommended Prescription

▸ Severity Level & Rationale

▸ Additional Notes ( for your use only )

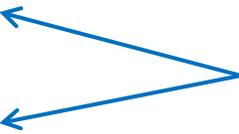
Step J



Step I



Step H



# Case Study

- ▶ To indicate the **New or Recommended Prescription**, locate Azithromycin 250mg in the medication database. (Step K)
- ▶ Enter a metric quantity of 6 and days supply of 5. (Step L)
- ▶ Select **Next**. (Step M)

## Submit a Claim

JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 2 [Patient profile](#)

▶ About the MTM Service

▶ Prescription Related to Adverse Drug Reaction

▶ New or Recommended Prescription

Medication

AZITHROMYCIN TAB 250MG

Step K

Rx number (optional)

987654321

Step L

Metric quantity

6

Step M

Days supply

5

Next »

Leave claim as pending

▶ Severity Level & Rationale

▶ Additional Notes ( for your use only )

# Case Study

- ▶ You will now be taken to the **Severity Level and Rationale** section.
- ▶ Due to the severity level of this intervention, a **Level 7 – Prevented a life-threatening situation** is a reasonable selection. (Step N)
- ▶ Provide patient specific information to support this level, specifically noting the patient's allergy and prior reaction. (Step O)
- ▶ Select **Next**. (Step P)

## Submit a Claim

JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 2 [Patient profile](#)

- ▶ About the MTM Service
- ▶ Prescription Related to Adverse Drug Reaction
- ▶ New or Recommended Prescription
- ▶ Severity Level & Rationale

What was the severity level of the intervention? 

Level 7 - Prevented a life-threatening situation  ← Step N

What is the patient specific information that supports the severity level you selected above?

Patient suffered anaphylaxis after previous penicillin treatment. Switching to a safer alternative avoided this potentially life-threatening situation. ← Step O

This intervention is an exceptional example to demonstrate the value of MTM services and would be great to be showcased as a [Feature Encounter](#).

Leave claim as pending

▶ Additional Notes ( for your use only )

Step P



Leave Claim as Pending

Continue »

# Case Study

- ▶ If desired, provide further documentation in the **Additional Notes** section. (Step Q)
- ▶ When all documentation is complete, select **Continue** and submit your claim. (Step R)

## Submit a Claim

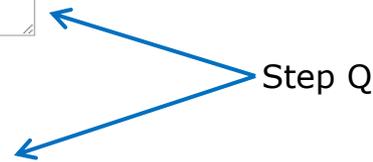
JOYB\*\*\*\* BENJ\*\*\*\* (ID #MTM00000867)

Date of Birth: 02/11/1943 (age 70) Phone: 707\*\*\*\* Plan: OUTCOMES SAMPLE POLICY 2 [Patient profile](#)

- ▶ About the MTM Service
- ▶ Prescription Related to Adverse Drug Reaction
- ▶ New or Recommended Prescription
- ▶ Severity Level & Rationale
- ▼ Additional Notes ( for your use only )

Additional notes regarding this claim (optional)

Approximate time it took to complete the MTM service (optional)



Leave Claim as Pending

Continue »



Contact us at (877) 237-0050 or [info@outcomesMTM.com](mailto:info@outcomesMTM.com)

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# Case Study

- ▶ Next, document the new prescription therapy claim for initiating Azithromycin for this patient. Follow the previously-described claim documentation process.
- ▶ Select a Reason of **New or Changed Prescription Therapy**.
- ▶ Next, select which service was provided, which would be **Patient Education and Monitoring**.
- ▶ Finally, select the outcome of the service, which is **Therapy Success**. Indicate the initial consultation date, which is the date you originally consulted with the patient.
- ▶ Document the encounter date, which is the follow-up date when the outcome was determined. In this case, we can answer the following questions:
  - ▶ Is the patient satisfied with the therapy?
  - ▶ Did the symptoms improve?
  - ▶ Were any adverse reactions reported?
  - ▶ Is the patient adherent with therapy?
- ▶ Select next, and input Azithromycin 250mg in the medication name field. You can also place additional information in the optional additional notes section. Submit the claim and you have completed all documentation for this patient.



**CUTCOMESMTM™**  
The Face-to-Face Difference

# **POLICY AND PROCEDURES AND QUALITY ASSURANCE MODULE**

# Policy and Procedures and Quality Assurance

- ▶ OutcomesMTM delivers a two-step quality assurance process to ensure consistent and reliable MTM services.
  - ▶ Step 1 is woven into the OutcomesMTM Connect Platform in the form of drop-down menus guiding proper billing code selection and smart logic for requirements by claim type.
  - ▶ In Step 2, clinical experts review MTM service claims for quality and compliance with the policy and procedure guide, as well as completeness. It is beyond the scope of this training to review the entire policy and procedure manual. The guide is available in the **Resources** section of the Connect platform.
- ▶ When a QA issue is identified, claims are placed in **Review and Resubmit** status, and administrative notes are created by claims reviewers. This provides online feedback to providers regarding why the claim is not yet payable and allows the pharmacist to correct the claim and resubmit.
  - ▶ Claims placed in review and resubmit status are highlighted on the dashboard each time the pharmacist logs in to the Connect platform.
  - ▶ Pharmacists are allowed to resubmit MTM claims that have not initially passed the quality assurance process for re-review.
  - ▶ Review and Resubmit claims that are not resubmitted within 30 days will be rejected.
- ▶ For each claim that requires a severity level rationale, the submitting pharmacist should consider the most reasonable severity level pertaining to health care utilization in the absence of the pharmacist intervention. Patient specific information should be documented to provide rationale to support the severity level selected. This rationale will be reviewed by a QA reviewer.

# Policy and Procedures and Quality Assurance

- ▶ The detection and resolution of drug therapy problems is central to the OutcomesMTM program. Therefore, OutcomesMTM assigns each pharmacy a **Quality Assurance Zone** to prevent fraud, waste and abuse.
- ▶ Quality Assurance Zones are designed to identify pharmacies whose activity is atypical in OutcomesMTM program.
  - ▶ A Pharmacy in the Red Zone has submitted a disproportionate number of CMR and Patient Education and Monitoring claims without subsequent documentation of drug therapy problems, and is unable to document these types of claims until the pharmacy's claims are back into balance.
  - ▶ A pharmacy in the Yellow Zone is beginning to reflect a disproportionate number of CMR and Patient Education and Monitoring claims without subsequent documentation of drug therapy problems. These pharmacies receive notice that if they want to continue to be able to document these types of claims, they need to bring the pharmacy's claims back into balance. This is accomplished by documenting any successful patient adherence consultations or prescriber consultations to resolve drug therapy problems.
  - ▶ A pharmacy in the green zone is demonstrating typical claim activity in the OutcomesMTM program.

# Conclusion

- ▶ Congratulations! You have completed the OutcomesMTM User Training Program. To activate your login ID in the OutcomesMTM Connect platform, please complete the post-test online via [www.outcomesmtm.com](http://www.outcomesmtm.com).