

Medication Therapy Management (MTM) Program

iCare contracts with OutcomesMTM™ to offer Medication Therapy Management (MTM) services to all iCare Medicare Plan members and iCare Family Care Partnership members with Medicare. Through OutcomesMTM, specially trained Personal Pharmacists in communities throughout Wisconsin are identified to deliver these services.

These pharmacists are qualified to do much more than dispense drugs. They are there to help you get the best results from your medication while keeping out-of-pocket costs down. By using an OutcomesMTM Pharmacist, you get the extra attention you need to keep your medications on the right track.

All iCare Medicare Plan members and iCare Family Care Partnership members with Medicare are eligible for MTM services at **no additional cost**. Members may be contacted by their Personal Pharmacist face-to-face or by phone. Members eligible for specific MTM services, such as a Comprehensive Medication Review, will be identified at least four times per year through a review of their medication history.

Members who meet the following criteria will be eligible for a Comprehensive Medication Review and will be contacted by iCare through mail:

1. You must have a total drug cost of more than \$3,919 a year on medications
2. You must take 2 or more medications for chronic illness
3. You must have 2 or more of specific chronic diseases: (arthritis, osteoporosis, asthma, chronic obstructive pulmonary disease (COPD), rheumatoid arthritis, chronic heart failure (CHF), depression, diabetes, schizophrenia, high cholesterol, bipolar disorder, high blood pressure, or chronic and disabling mental illness)

Some of the MTM services that may be available to you include:

Comprehensive Medication Review (CMR):

Your OutcomesMTM Pharmacist will meet with you face-to-face or by phone to review all of your medications. This will help identify any duplications or conflicts, as well as help organize your medication schedule. Following the CMR, you will receive a Medication Action Plan and Personal Medication List. You may want to bring those when you talk with your doctors or other health care providers. The CMR service may take between 30 minutes to one hour.

Prescriber Consultation:

Your OutcomesMTM Pharmacist will talk with you and your doctor(s), face-to-face or by phone, to resolve any problems found with your medications. This service may take between 5 to 15 minutes.

Non-prescription Consultation:

Non-prescription (over-the-counter) drugs can resolve minor illnesses easily and inexpensively. Your OutcomesMTM Pharmacist will help you to treat a variety of conditions by talking with you face-to-face or by phone. This service may take between 5 to 15 minutes.

Drug Information:

When starting a new medication, your OutcomesMTM Pharmacist will:

- o Talk to you about its purpose and correct use.
- o Follow-up to make sure the drug is working right and that you are not having any problems.

Getting started is easy. Simply call the Customer Service line at 1-800-777-4376 or TTY/TDD line at 1-800-947-3529 and ask where you can locate OutcomesMTM Pharmacists in your area. Eligible members are able to opt out of the MTM program, as participation is voluntary. Please contact 1-800-777-4376 (TTY/TDD 1-800-947-3529) if you would like to opt out of the MTM program.

Although the MTM program is a special service offered at no cost to our Medicare members, it is not considered a benefit.

Frequently Asked Questions

Where can I find a blank copy of the Personal Medication List?

A blank copy of the Personal Medication List can be found by visiting www.icare-wi.org/members/mtm

Are all pharmacists in iCare's network also OutcomesMTM Pharmacists?

Not all pharmacists in the iCare network are OutcomesMTM Pharmacists. OutcomesMTM Pharmacists have finished a special training course in order to be able to provide these extra services. This course is open to any pharmacist. Ask your regular pharmacist if they participate in the OutcomesMTM program.

Can I use my regular pharmacy and still visit an OutcomesMTM Pharmacist too?

Yes. Your OutcomesMTM Pharmacist is an added value of membership. You may continue to use any iCare participating pharmacy for your prescriptions.

Will I pay additional costs for using an OutcomesMTM Pharmacist?

No. These services are offered at no additional cost to you.

Do I need an OutcomesMTM Pharmacist?

While OutcomesMTM Pharmacists are available to all members, those with diabetes, high blood pressure, or other conditions treated with multiple medications may see greater benefit.

Can an OutcomesMTM Pharmacist save me money?

Yes. Similar medications that an OutcomesMTM pharmacist may suggest to you can have large cost differences. Your OutcomesMTM Pharmacist can help you get set with the least costly, most effective medications.

Will my doctor know if any changes need to be made to my prescriptions?

Yes. Your OutcomesMTM Pharmacist may make recommendations to you and your doctor(s), but only your doctor can change your prescription.

Will I be required to use an OutcomesMTM Pharmacist?

No. Your OutcomesMTM Pharmacist is part of an added service of membership. They are there to help, but you are not required to utilize their services.

How do I get started?

Contact an OutcomesMTM Pharmacist in your area to schedule your Comprehensive Medication Review (CMR). Or call iCare at 1-800-777-4376 (TTY: 1-800-947-3529) for more information.