

Medication Therapy Management Solutions

Simplifying Care Management for Better Care Outcomes



Solution Features

- Multiple touch points promote member engagement, improve outcomes.
- Flexible rules engine incorporates client-specific, evidence-based criteria.
- Actionable alerts review complete pharmacy and medical histories and communicate across the care continuum.
- Convenient processes enable therapy interventions at the point of service, improving outcomes and reducing costs.
- Robust reporting helps you better understand each member and develop customer-specific education and counseling.
- Automated claims submission for payment to MTM provider.

Every year, poor medication adherence costs billions in avoidable healthcare expenses. And if you serve members taking multiple medications, it's harder – and costlier – to manage their care. But our Medication Therapy Management solutions can help you provide benefits efficiently while improving health outcomes.

It's already a challenge to manage pharmacy benefits in the face of budget pressures and constantly changing eligibility criteria. It's even more challenging to serve members that are elderly and/or have chronic conditions. Patients taking multiple medications have greater risks of taking their therapies incorrectly – or not taking them at all. These adherence issues can cause more health issues and greater overall costs for your program.

But with a Medication Therapy Management (MTM) solution from Conduent, you can help your members effectively manage their care and improve health outcomes while controlling your program's costs. Our solutions are built around robust communication and outreach efforts, ensuring every eligible member receives timely, accurate and coordinated medication therapy advice, no matter the setting. We offer multiple touch points – from Web-based platforms used by community pharmacists to call center and mail room support – promoting member engagement and improving outcomes.

We help you build a holistic care program by seamlessly connecting patients, pharmacists and providers to identify, prevent and resolve medication-related problems and improve therapeutic outcomes. And we can customize our scalable solutions to meet your unique program goals and budgets.

Unsurpassed Quality Care

Our MTM solution not only offers cost-effective care management techniques, it can also help you increase your program's Star Rating scores – a rating system designed to educate consumers on quality and make quality data more transparent. All plans that comply with its guidelines and score at least a 4-star rating are eligible for performance-based monetary rewards. Because the MTM program addresses many Star Rating performance measures (such as keeping members healthy, managing chronic conditions, telephone customer service and more), it's easier to achieve set goals. So, you are not only able to improve care quality at a lower cost, but our MTM solution can also help you increase your program's bottom line and effectively set transparency goals.

For one client, we helped achieve a \$2 million savings and significant reductions in hospitalizations and ER visits in the program's first two years. Additionally, our robust outreach efforts encouraged a reduction in medication non-adherence by more than 10 percent and drug therapy problems by more than 3 percent.

Proactive Outreach Better Serves Your Population

Our MTM solution helps you manage care more effectively with its flexible, extensive ability to use active and passive outreach methods. Because each member has unique circumstances and preferences, we built face-to-face interaction, clinical and member-specific call center capabilities, mail room support and written letters into our solution for multiple communication touch points. Every member receives detailed Medication Action Plans, written summaries and patient education modules to ensure they understand the process and the details of their care.

Pharmacists are often the most accessible part of the care continuum. So we simplify making meaningful interventions at the point of service by putting actionable alerts at their fingertips. You can customize messages to provide individual recommendations along with member eligibility status, increasing participation in counseling events. And by aggregating two years of pharmacy and medical claims history into a central location, our information portal provides a more accurate patient summary to reduce gaps in care and better manage costs.

Blending Technology with Experience

Ensuring members receive appropriate and timely medication therapy advice is only one part of a successful MTM solution. That's why we use a proven, flexible rules engine that incorporates client-specific, evidence-based criteria focusing on drug therapy issues (medication adherence and persistence, polypharmacy, underutilization, overutilization and patient safety) and nondrug therapy issues (lab monitoring, preventive tests, follow up). We make the best use of technology and couple it with an intimate understanding of all aspects of pharmacy and pharmacy benefit management programs, so you can continuously improve patient care and program adaptability.

Our automated risk identification tools include criteria for more than 45 diseases, such as core CMS chronic conditions and Alzheimer's disease, ESRD, and A-fib. They enable pharmacists to view actionable alerts, document visits and monitor services in real time at the point of service, increasing the number of MTM counseling events. We even simplify the billing process by allowing claims for payment to be submitted electronically following each event. And we've successfully integrated our solution into state Medicaid programs and pharmacies nationwide, helping pharmacists and other healthcare providers access member pharmacy and medical records to close gaps in care and reduce costs.

Our Qualifications

- National presence serving 28 pharmacy programs in 21 states and the District of Columbia.
- Our services touch nearly 2/3 of the U.S. insured population.
- Experienced customer care professionals respond to more than 4.2 million calls and faxes annually.
- More than two decades of experience in contact center management.
- Active involvement with the National Council for Prescription Drug Programs (NCPDP).
- Decades of experience with commercial HMOs, state Medicaid agencies, insurance administrators, self-insured employer groups, state employee benefit programs, workers' compensation programs and senior drug programs.

Ensuring Member Care Is In the Right Hands

Your members' health relies heavily on the healthcare providers who manage their care. Our MTM solution requires that pharmacists complete a Web-based, Continuing Pharmacy Education course provided by the Accreditation Council for Pharmacy Education. This user-friendly platform uses disease-focused video training and hands-on facilitation with the MTM application to reduce the time and costs associated with traditional learning modules. Pharmacists receive CPE credit hours and develop a deeper understanding of your program's MTM requirements; your members benefit by receiving expert, specialized care.

Effectively Preventing Care Issues

MTM services help pharmacists and other practitioners identify and resolve drug-related issues while customizing patient education and counseling for chronic medications.

With our solution, your program can benefit from fewer adverse drug events, empowered patients and improved coordination of care. Contact us today to find out how.

You can learn more about us at www.conduent.com/pharmacysolutions.

