

Frequently Asked Questions (FAQs) by IEHP DualChoice Members

This FAQs sheet offers answers to questions asked most often about Medication Therapy Management (MTM).

1. What is Medication Therapy Management (MTM)?

MTM is a broad range of services to improve the way prescribed medicines are used. These are offered at no cost to:

- > qualified IEHP Members with Medi-Cal coverage AND
- > eligible Members of the IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan)

2. What is the purpose of MTM?

MTM aims to improve health outcomes by helping those qualified to better understand their health conditions (such as diabetes, hypertension and asthma) and the medicines used to manage them.

3. How does MTM work?

- The MTM process:
- reviews your health information,
 - assesses your medicines to spot any issues,
 - develops a priority list of issues related to medicine use, and
 - creates a plan to resolve these issues.

4. Who is eligible for the Medicare Part D Medication Therapy Management program?

To qualify for the Medicare MTM program, you must meet all three of these criteria:

- 1) Have three of these five conditions for 2021:
 - Chronic heart failure, rheumatoid arthritis, diabetes, abnormal cholesterol), or asthma, AND
- 2) Use at least five different prescribed medicines to treat certain chronic disease states (listed on our MTM webpage at www.iehp.org), AND
- 3) Are likely to incur annual Part D medicine costs of \$4,376 for 2021.

5. How do IEHP Medi-Cal and IEHP DualChoice Members find out if they're eligible?

If you qualify for the Medicare Part D MTM program by meeting CMS criteria, you will get a letter from IEHP DualChoice and you will be auto-enrolled in the program.

If qualified, you will get a welcome packet at the start of the year with the option to opt-out of the program. If you do not opt-out, then you will receive all MTM services for the full year.

Medicare or Medi-Cal Members who do not meet CMS criteria may also be eligible to receive MTM services by the IEHP MTM team. Members who meet specific internal criteria may receive medication recommendations from our Clinical Pharmacists in the mail.

6. What are the services offered in the Medicare MTM program?

Once enrolled in the Medicare MTM program, you will get these services:

Comprehensive Medication Review (CMR) each year. The Pharmacist goes over your medicines (in-person or in a telehealth visit) to make sure you have the right ones for your condition. This includes checking for possible drug interactions and more.

- **Targeted Medication Reviews (TMRs)** at least four times through the year with follow-up, as needed.
- **Medication Action Plan (MAP)** each year. It helps resolve issues related to your health care to meet certain health goals. It may also include screenings, and lifestyle or mental health issues.
- **Intervention and/or referral.**

7. How long can a qualified IEHP Medi-Cal or IEHP DualChoice Member stay in the program?

You can stay enrolled in the program for the full calendar year. If you are eligible the next year, then you would need to be enrolled again the following calendar year.

8. What if a Member does not meet all the criteria after starting the Medicare MTM program?

You would not be disenrolled if you no longer meet one or more of the eligibility criteria as defined on the MTM pages of the IEHP website.

Questions?

Visit www.iehp.org.

Click on the Medication Therapy Management (MTM) icon in the top banner.

