



MassHealth Medication Therapy Management Program

BACKGROUND

The MassHealth Medication Therapy Management (MTM) program is a clinical outreach initiative developed to provide additional support to MassHealth members enrolled in fee-for-service (FFS), primary care clinician (PCC), or primary care accountable care organization (PCACO) plans who may benefit from medication reviews by a pharmacist. Members will be enrolled quarterly based on targeted disease states and MassHealth eligibility.

The goals of the program are to serve as a resource for members to learn more about their medications by conducting personalized medication reviews and to work with their healthcare providers to optimize their medication regimens. Additional program goals include improving medication adherence, increasing the use of appropriate preventive measures such as vaccines, identifying potential drug-related problems, and improving overall health outcomes.

Members will receive a letter informing them of their enrollment in the outreach program, with the opportunity to opt out. They will then be contacted by phone to schedule an appointment with a MassHealth pharmacist to complete an annual medication review. Pharmacists will review the member's medications with them, discuss any of the member's medication-related concerns, and create a comprehensive medication list that will be shared with the member. The member will also receive a to-do list that will highlight any counseling points and recommendations to be discussed with their provider. Members will be instructed not to make any changes without discussing with their healthcare provider(s). After the appointment, the pharmacist will contact the member's provider(s) with any medication-related questions or recommendations.

Interpretation and translation services will be available for all aspects of this program.

CURRENT ELIGIBLE MEMBERS

- Members diagnosed with sickle cell disease (SCD)

Q&A ABOUT THE MASSHEALTH MEDICATION THERAPY MANAGEMENT PROGRAM

What are the goals of this initiative?

The primary goals of the program include educating members about their medications, resolving potential drug-related problems, collaborating with providers to optimize medication regimens, and improving health outcomes of members.

What is a medication review?

Medication reviews are scheduled annually with a pharmacist. During the appointment, the pharmacist will ask about a member's medical history, recent hospitalizations or emergency department visits, and their medications. Any problems, questions, or concerns about medications can be discussed during this appointment. The pharmacist may share their recommendations with the member's providers. A comprehensive medication list will be mailed to the member and include any recommendations to discuss with their provider. The appointment typically takes about 30 minutes.

How often will medication reviews occur?

Medication reviews will occur annually with a pharmacist. Follow-up calls may occur if necessary.

Will there be a copay for the appointment?

No, there is no cost for the annual medication review or any follow-up calls.

Can the pharmacist prescribe medications or make changes to medications?

No, the pharmacist cannot prescribe medications. If the pharmacist has any recommendations, they will follow up with the member's provider. The provider will then make any changes to medications if necessary.

Is it possible to be removed from the program?

Yes, if a member would like to be removed, they can call us at 877-297-3776 from 8:00 a.m. to 4:00 p.m. Monday through Friday and opt out of the program. Members can sign back up at any time.

Is there anything healthcare providers need to do?

Healthcare providers do not need to do anything for members to be enrolled in this program. Healthcare providers caring for enrolled members may receive phone calls and faxes from a MassHealth pharmacist with questions or recommendations related to a member's medications.

How can the program be contacted?*For Pharmacists and Prescribers*

If you have questions about a specific member affected by the program, please call the direct phone number, 877-297-3776, Monday through Friday, from 8:00 am to 4:00 pm or email questions to MassHealthClinicalOutreachProgram@umassmed.edu.

For MassHealth Members

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