

Outcomes Pharmaceutical Health Care™ Pharmacy Technician Guide

Outcomes MTM programs provide a great opportunity for pharmacies to begin receiving compensation for medication therapy management (MTM) services provided to the patients they serve. While pharmacists should deliver the MTM services, pharmacy technicians can serve in many important supporting roles. In fact, the involvement of pharmacy technicians is often essential to the successful implementation of MTM services. Technicians can support the provision of Outcomes MTM services in the following ways:

Identification of Patients

Identifying eligible patients is an important aspect of MTM. In many cases, a technician may receive notification of a patient's Outcomes eligibility before a pharmacist. This may occur in the following ways:

- ▶ Targeted Intervention Program (TIP™)
 - Pharmacy- and patient-specific MTM service prompts
 - Distributed via mail and/or fax and uploaded to Outcomes platform
 - Patient identified on TIP is eligible for other Outcomes MTM services
- ▶ Member cards
 - Patient with member card for Outcomes-eligible group (no Outcomes logo)
 - Patient with member card for Outcomes-eligible group (Outcomes logo)
 - Patient with Outcomes Program member card
- ▶ Online messaging
 - In many Outcomes-administered MTM programs, the claims processor returns the message "PT OUTCOMES MTMS ELIG 515-237-0001" (or similar) for each MTM-eligible patient on each prescription dispensing claim adjudicated. This message does not necessarily indicate an intervention may be performed at that time. However, the message does indicate the patient is eligible for any of the program's covered services.
- ▶ Dispensing system messaging
 - Once a patient has been identified as Outcomes-eligible, it is often helpful to place a note ("Outcomes", for example) in the patient's profile. This will provide an extra reminder to all pharmacy staff.

Indication for Service

Pharmacy technicians may also serve an important role in prompting a pharmacist to deliver a covered MTM service to an eligible patient. Several examples appear below:

- ▶ New/Changed Prescription Therapy
 - When an Outcomes-eligible patient presents with a new or changed prescription, the pharmacist may provide and bill for education and monitoring. Technicians can play a role in notifying the pharmacist of this MTM service opportunity.
- ▶ OTC Therapy
 - When an Outcomes-eligible patient presents requesting help in selecting a non-prescription medication, the pharmacist may provide and bill for education and monitoring. Technicians can play a role in notifying the pharmacist of this MTM service opportunity.

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► **Cost Efficacy Management**

- When an Outcomes-eligible patient presents with a prescription for a brand name product in a drug class in which a generic is available, a Prescriber Consultation for Cost Efficacy Management may be appropriate. This also applies to patients who present with prescriptions for non-preferred formulary medications (third tier, for example). Technicians can play a role in notifying the pharmacist of this MTM service opportunity.

► **Non-Compliance (Overuse, Underuse, Administration/Technique)**

- If an Outcomes-eligible patient presents for a monthly refill one week (or more) early or late, the technician should communicate this information to the pharmacist so he/she may initiate a Patient Compliance Consultation.

Completion of Services

Follow-up/monitoring must be completed before Patient Education/Monitoring and Patient Compliance Consultation claims may be billed. Monitoring is important to ensure therapy is successful. Monitoring should be scheduled and delivered by pharmacists and may occur face-to-face or via telephone. However, technicians may work with pharmacists to organize monitoring appointments for patients and to ensure the service is not forgotten. This may be managed via the Calendar available after log-in on the Outcomes web-based platform or via another scheduling mechanism. In addition, technicians may actually place the monitoring phone calls, get the patient on the line, then give the phone to the pharmacist to provide the service.

Billing of Services

Another important role for technicians is electronic billing for Outcomes MTM services. All Outcomes services are billed via the Outcomes web-based platform at www.getoutcomes.com. With training on the claim submission process, technicians may complete billing without pharmacist involvement (at the pharmacists' discretion). To access the system, technicians must use the Pharmacist ID number, NCPDP number, and password associated with the pharmacist who delivered the service. For complete information on billing, review the Outcomes Personal Pharmacist™ Training program.

Targeted Intervention Program

The Targeted Intervention Program involves the identification and distribution of MTM service prompts to the pharmacy network. TIPs, which are pharmacy- and patient-specific, may target cost saving opportunities, product discontinuations, non-compliance, potentially-contraindicated medications, and other interventions. Typically, they are distributed to pharmacies via mail and/or fax. TIPs are also loaded to a TIP-specific queue on the Outcomes web-based platform. Each TIP packet the pharmacy receives will include a cover letter followed by a number of interventions to be performed. Completion of the Personal Pharmacist Training program is not necessary for participation in this component of the program. Completed claims may be submitted via the Outcomes web-based platform or via fax. Technicians should make sure pharmacists receive and respond to all Targeted Interventions. Technicians may also provide assistance by contacting patients regarding TIP-suggested interventions, and then connecting pharmacists with patients for service delivery.

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