# MED D - 2024 Medication Therapy Management (MTM)Program

[General Information](#_Toc149309093)

[Process of Care](#_Toc149309094)

[FAQs](#_Toc149309095)

[MTM Plan Website Links](#_Toc149309096)

[Outbound Phone Numbers Displaying on Caller ID for MTM](#_Toc149309097)

[Related Documents](#_Toc149309098)

**Description:** This document provides information on how to handle calls regarding the Medication Therapy Management Program.

|  |
| --- |
| General Information |

The Medication Therapy Management (MTM) program is provided by health plans to help beneficiaries better understand the purpose and use of their medications. The Centers for Medicare and Medicaid Services (CMS) requires that plan sponsors provide this valuable program to eligible beneficiaries who meet specific targeting criteria.

CVS/Caremark uses a third party vendor called **OutcomesMTM** to administer the MTM program. OutcomesMTM has relationships with many pharmacies across the country, so eligible beneficiaries may be contacted by either their local pharmacist or an OutcomesMTM staff member to complete a Comprehensive Medication Review (CMR) annually. Beneficiaries may also be contacted throughout the year to address targeted medication concerns as needed.

**Note:** MTM beneficiaries may be contacted via phone call or text message.

[Top of the Document](#_top)

|  |
| --- |
| Process of Care |

Upon receiving a call from the beneficiary regarding the MTM program, the CCR will:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Address any questions the beneficiary may have regarding the MTM program by utilizing the [FAQs](#_FAQs) section of this document. | |
| **2** | Ask if there are any other benefit questions. | |
| **If…** | **Then…** |
| Yes | * Address any benefit issues. * Document and close the call according to current policies and procedures.   Refer to the [MED D - Call Documentation](file:///C:\Users\C337799\Downloads\CMS-PRD1-067665) work instruction.  **Reminder:** Refer to the[MED D - Verification and Update Requirement of Beneficiary Information](file:///C:\Users\C337799\Downloads\CMS-PRD1-079515) document for verification of the beneficiary’s address, phone number and email information.  **Log Activity:** [Log Activity/Capture Activity Codes](file:///C:\Users\C337799\Downloads\CMS-2-005164)  **Resolution Time:**  Information = Immediate |
| No | Document and close the call according to current policies and procedures.  Refer to the [MED D - Call Documentation](file:///C:\Users\C337799\Downloads\CMS-PRD1-067665) work instruction.  **Reminder:** Refer to the [MED D - Verification and Update Requirement of Beneficiary Information](file:///C:\Users\C337799\Downloads\CMS-PRD1-079515) document for verification of the beneficiary’s address, phone number and email information.  **Log Activity:** [Log Activity/Capture Activity Codes](file:///C:\Users\C337799\Downloads\CMS-2-005164)  **Resolution Time:**  Information = Immediate |

[Top of the Document](#_top)

|  |
| --- |
| FAQs |

The table below will assist the CCR in addressing Frequently Asked Questions regarding the MTM program:

|  |  |
| --- | --- |
| **General Questions** | |
| **What is the Medication Therapy Management (MTM) program?** | * The MTM program is offered as part of your health plan benefits and is designed to help you understand how to safely and effectively use your medications. * The program includes:   + - An annual comprehensive medication review, usually completed with a pharmacist, which includes your over-the-counter and prescription medications.     - Development of an up-to-date Personal Medication List and Medication Action Plan that can be shared with your prescribers.     - Targeted medication reviews throughout the year focused on appropriate medication use, effectiveness, and safety as needed. |
| **Why is it important to complete an annual comprehensive medication review?** | If you see multiple prescribers or are taking multiple medications, your prescribers may not be aware of all the medications you take. A comprehensive medication review:   * Helps you better understand all your prescription and over-the-counter medications and the best way to use them. * May identify side effects from prescription and over-the-counter medications and offer suggestions to help. * May identify opportunities to help you reduce your prescription drug costs. * Includes development of an up-to-date Personal Medication List and Medication Action Plan which you can share with your prescribers. |
| **How long does it take to complete my annual comprehensive medication review?** | Your annual comprehensive medication review will usually take 15-30 minutes. You can schedule this review at a time that is most convenient for you. |
| **Who will contact me to complete my annual comprehensive medication review?** | * You may be contacted by a local pharmacist (at the pharmacy where you fill your prescriptions or another nearby location). You may also be contacted by a licensed healthcare provider from our vendor - OutcomesMTM, (including their partner Custom Health). These are not spam callers. * You may also call the Patient Engagement Team (PET) to schedule your CMR at **1-855-484-1580**.   + The PET is available to take calls **Monday - Friday 8:00am – 6:00pm CST** |
| **How do I qualify for the MTM program?** | Qualification for the program varies, based on your health plan.   * For commercial health plans, contact your health plan directly to determine qualification requirements. * For Medicare Part D health plans, you qualify for the MTM program if you meet the criteria below. If you meet these criteria you are automatically enrolled in the MTM program. You will be contacted by a pharmacist or other healthcare professional after you qualify with an offer to complete your annual comprehensive medication review.   The criteria for the program design can be modified by your health plan. The standard criteria for the program are:   * Have **3** or more of the targeted chronic diseases * Are taking **8** or more prescription maintenance medications * Are likely to have drug costs that exceed **$5,330** per year for 2024   + **Note:** This is total drug cost and not beneficiary out-of-pocket cost   Additionally, beneficiaries may qualify for the program if their health plan identifies them as an At-Risk Beneficiary (ARB). |
| **Can I opt out of the MTM program?** | Transfer the call to the Senior Team.  Refer to [MED D - When to Transfer Calls to the Senior Team](file:///C:\Users\ax02205\Downloads\TSRC-PROD-018060) and [Basic Call Handling](file:///C:\Users\ax02205\Downloads\TSRC-PROD-016401).  **Senior Team:**  We strongly encourage you to participate in this program in order to get the most benefit out of your prescription and over-the-counter medications. Are you sure you would like to opt out?   * If yes, would you like to opt out of MTM services for the current year only or would you also like to be opted out if you qualify for this program again in the future?   If beneficiary confirms that they would like to opt out of the program, Senior Team must complete the steps below.   * Send an email to [MTMClientSupport@CVShealth.com](mailto:MTMClientSupport@CVShealth.com) with the subject line “SECUREMAIL MTMP Opt Out Request” * Include the following in the body of the email:   + Client Name   + Carrier (Client Code)\*   + Beneficiary ID\*   + Beneficiary Full Name   + Beneficiary Date of Birth   + Opt Out Term\*     - CY - current year only     - PM - permanent opt out (if the beneficiary qualifies in future years they will not be contacted)   \*Required Fields for successful Opt-out |
| **What if I did not receive an invitation for MTMP but wish to participate?** | * Plans who allow for expanded eligibility for enrollment into the MTMP will allow beneficiaries who are not auto-enrolled in the same MTMP services. * Direct beneficiary to Health Plan Representative to determine if the beneficiary qualifies for the service   **OR**   * Beneficiaries requesting a CMR may also be referred to: MTMClientSupport@CVShealth.com.   + The email should include:     - Client name     - Client carrier     - Beneficiary full name     - Date of birth     - Member ID * Once beneficiary information is received, CVS/Caremark will verify with the health plan on including the beneficiary into the MTM program. Following approval, the beneficiary will be contacted to (potentially) schedule the CMR service. |
| **Are copies of my Medication Action Plan and Personal Medication List sent to my prescribers?** | No. Your Medication Action Plan and Personal Medication List are provided to you after completion of your annual comprehensive medication review. We encourage you to share copies of these documents with your prescriber(s) as appropriate. |
| **Can you provide my MTM materials in a non-English language?** | * The MTMP invite letter and post-CMR summary may be provided in a non-English language, if required by Medicare. * Is this a one-time request or a standing request?   + **Health Plans Only:** If this is a **standing request**:  Please contact your health plan to inform them of your request. * A new letter will be mailed to you in your requested language.   **CCR Process Note:** If a beneficiary requests a copy of the invite letter in a non-English language, send the request to MTMClientSupport@CVShealth.com.   * The email should include:   + Client name   + Client carrier   + Beneficiary full name   + Date of birth   + Member ID   + Language preference   + One-time request or standing request |
| **Can you provide my MTM materials in an accessible format?** | * The MTMP invite letter and post-CMR summary may be provided in an accessible format upon request. * The following formats will be available:   + Large print   + Braille   + Audio CD * Is this a one-time request or a standing request?   + **Health Plans Only:** If this is a **standing request**:  Please contact your health plan to inform them of your request. * A new letter will be mailed to you in your requested format.   **CCR Process Note:** If a beneficiary requests a copy of the invite letter and/or the post-CMR summary in an alternate format, send the request to MTMClientSupport@CVShealth.com.   * The email should include:   + Client name   + Client carrier   + Beneficiary full name   + Date of birth   + Member ID   + Format preference   + One-time request or standing request |
| **How much does MTM program cost?** | The MTM program is provided to you as part of your Part D plan benefits at no additional cost. |
| **How do I safely dispose of medications I don’t need?** | * You can discard your unneeded medications through a local safe disposal program or at home for some medications.   + **Locating a community safe drug disposal site**     - To find drug take back sites near you, visit the website below and enter your location:   <https://apps2.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e2s1>   * + - Some pharmacies and police stations offer on-site drop-off boxes, mail-back programs, and other ways for safe disposal. Call your pharmacy or local police department (non-emergency number) for disposal options near you.   + **Mailing medications to accepting drug disposal sites**     - Medications may be mailed to authorized sites using approved packages. Information on mail-back sites can be found at [www.deatakeback.com](http://www.deatakeback.com).   + **Safe at-home medication disposal**      - You can safely dispose of many medications through the trash or by flushing them down the toilet. Visit the following website first to learn more about safe at-home disposal:   <https://www.hhs.gov/opioids/prevention/safely-dispose-drugs/index.html>   * + - Follow these steps for medication disposal in the trash:       * Remove medication labels to protect your personal information       * Mix medications with undesirable substances, such as dirt or used coffee grounds       * Place mixture in a sealed container, such as an empty margarine tub |
| **How can I find out more information about my plan’s MTM program?** | Your Part D health plan offers more information about the MTM program on their website. Would you like me to provide you with the link?  **CCR Process Note**: If yes, access the [MTM Plan Website Links](#_Clients_with_MTMP) section below to provide the link to the beneficiary. |

[Top of the Document](#_top)

|  |
| --- |
| MTM Plan Website Links |

|  |  |  |
| --- | --- | --- |
| **Plan Name** | **Contract ID** | **Website Link** |
| Aetna Better Health of IL | H2506 | <https://www.aetnabetterhealth.com/illinois/members/premier/partd> |
| Aetna Better Health of MI | H8026 | <https://www.aetnabetterhealth.com/michigan/members/medicare-medicaid/part-d-drugs> |
| Aetna Better Health of OH | H7172 | <https://www.aetnabetterhealth.com/ohio/members/premier/partd> |
| Mass General Brigham Health Plan | H6847 | <https://massgeneralbrighamadvantage.org/rx-information/mtmp> |
| H9485 | <https://massgeneralbrighamadvantage.org/rx-information/mtmp> |
| BCBS of Massachusetts | H2230 | [https://medicare.bluecrossma.com/member-resources/pharmacy-benefi ts/medication-therapy-management](https://medicare.bluecrossma.com/member-resources/pharmacy-benefi%20ts/medication-therapy-management) |
| H2261 | <https://medicare.bluecrossma.com/member-resources/pharmacy-benefits/medication-therapy-management> |
| CareFirst | H7379 | <https://www.carefirst.com/medicare-options/compare-medicare-plans/medication-therapy-management-program.html> |
| H6067 | <https://www.carefirst.com/medicare-options/compare-medicare-plans/medication-therapy-management-program.html> |
| H8854 | <https://www.carefirstmddsnp.com/For-Members/Pharmacy-Benefits-Part-D-Prescription-Drug/Medication-Therapy-Management-Program-MTMP> |
| Community Care of Oklahoma (CCOK) | H3755 | <https://www.ccokadvantage.com/2024/shp/MTM.asp> |
| H4198 | <https://www.ccokadvantage.com/2024/Integris/MTM.asp> |
| H4277 | <http://ccokoptions.com/2024/PPO/MTM.asp> |
| ElderPlan | H3347 | <https://www.elderplan.org/for-members-2/member-services/mtm-program/> |
| Florida Community Care | H9986 | <https://fc2healthplan.com/> |
| Global Health | H3706 | <https://globalhealth.com/oklahoma/pharmacy/medication-therapy-management-program/> |
| H6062 | <https://globalhealth.com/texas/pharmacy/medication-therapy-management-program/> |
| HMSA | H3832 | <https://hmsa.com/health-plans/medicare/2024/medication-therapy-management-program/> |
| S3994 | <https://hmsa.com/health-plans/medicare/2024/medication-therapy-management-program/> |
| IMCare Classic Itasca | H2417 | <http://imcare.org/587/Prescription-Drug-Benefits> |
| Johns Hopkins | H1225 | [https://hopkinsmedicare.com](https://hopkinsmedicare.com/) |
| H1339 | [https://hopkinsmedicare.com](https://hopkinsmedicare.com/) |
| H3890 | [https://hopkinsmedicare.com](https://hopkinsmedicare.com/) |
| Martin’s Point | H5591 | <https://martinspoint.org/for-members-and-patients/for-medicare-advantage-members/pharmacy-and-prescription-resources-2024/medication-therapy-management-2024> |
| H1365 | <https://martinspoint.org/for-members-and-patients/for-medicare-advantage-members/pharmacy-and-prescription-resources-2024/medication-therapy-management-2024> |
| Mercy Care Advantage | H5580 | <https://www.mercycareaz.org/members/advantage-formembers/prescription> |
| MetroPlus | H0423 | <https://metroplus.org/Plans/Medicare/medication-therapy/> |
| NEJE | S2893 | <https://rxmedicareplans.com/members/medication-therapy-management> |
| NHPRI | H9576 | [https://www.nhpri.org/medicare-medicaid/pharmacy-benefi ts/2024-pharmacy-benefits/](https://www.nhpri.org/medicare-medicaid/pharmacy-benefi%20ts/2024-pharmacy-benefits/) |
| Paramount | H5373 | <http://www.paramounthealthcare.com/plans/medicare/2024/current-members/medication-therapy-management> |
| H3653 | <http://www.paramounthealthcare.com/plans/medicare/2024/current-members/medication-therapy-management> |
| H5232 | <http://www.paramounthealthcare.com/plans/medicare/2024/current-members/medication-therapy-management> |
| S5588 | <http://www.paramounthealthcare.com/plans/medicare/2024/current-members/medication-therapy-management> |
| Premera | H7245 | <https://medicareadvantage.premera.com/prescriptions/medication-therapy-management/> |
| Sharp | H5386 | <https://www.sharpmedicareadvantage.com/mtm> |
| Wellmark | H5900 | <https://www.wellmark.com/medicare/advantage/medication-therapy-management-policy> |
| H8095 | <https://www.wellmark.com/medicare/advantage/medication-therapy-management-policy> |
| S9854 | <https://www.wellmark.com/medicare/advantage/medication-therapy-management-policy> |

[Top of the Document](#_top)

|  |
| --- |
| Outbound Phone Numbers Displaying on Caller ID for MTM |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| (201) 268-3479 | (319) 304-9273 | (502) 438-8852 | (702) 329-6033 | (908) 440-7719 | (855) 795-6337 |
| (203) 212-8434 | (321) 209-6527 | (504) 215-8940 | (704) 412-2799 | (912) 200-6519 | (855) 924-5533 |
| (203) 658-7433 | (331) 205-8392 | (505) 225-3564 | (706) 250-9192 | (913) 210-0345 | (855) 640-3392 |
| (203) 903-4930 | (332) 240-0677 | (505) 303-1590 | (706) 341-3524 | (913) 213-1024 | (855) 528-2550 |
| (207) 209-3856 | (336) 218-3739 | (507) 216-3440 | (716) 218-3108 | (914) 294-5411 | (855) 390-7302 |
| (208) 207-7252 | (337) 347-9516 | (509) 508-0108 | (719) 225-2861 | (919) 516-9957 | (855) 390-7150 |
| (208) 242-4122 | (380) 710-9661 | (512) 518-4874 | (719) 247-1875 | (920) 305-0952 | (855) 528-2852 |
| (208) 497-5344 | (385) 203-8440 | (513) 301-1598 | (720) 248-0215 | (928) 318-6205 | (281) 915-9025 |
| (208) 505-1689 | (385) 205-5930 | (515) 207-7030 | (727) 201-0688 | (928) 350-8317 | (281) 503-4800 |
| (210) 236-1045 | (385) 210-1223 | (520) 230-3765 | (734) 210-1702 | (945) 229-6564 | (281) 915-9024 |
| (213) 257-8188 | (385) 275-5480 | (539) 202-3478 | (757) 364-2718 | (970) 286-7958 | (855) 484-1580 |
| (216) 200-5903 | (401) 209-2399 | (563) 214-8359 | (757) 401-4547 | (984) 243-2491 | (855) 515-2835 |
| (218) 206-6429 | (401) 216-6779 | (564) 225-2216 | (757) 586-3620 | (281) 915-9025 | (855) 613-3858 |
| (218) 227-3786 | (401) 287-7585 | (567) 200-4191 | (771) 212-8487 | (281) 503-4800 | (855) 795-3148 |
| (225) 224-7320 | (401) 335-0941 | (573) 303-3029 | (775) 276-6176 | (281) 915-9024 | (855) 904-1407 |
| (228) 265-5731 | (402) 318-7054 | (574) 366-3537 | (775) 387-4357 | (855) 484-1580 | (855) 905-1556 |
| (240) 224-3788 | (402) 509-1880 | (575) 208-5571 | (775) 430-4821 | (855) 515-2835 | (855) 905-4689 |
| (240) 367-9277 | (405) 215-9674 | (575) 249-2429 | (779) 203-8635 | (855) 613-3858 | (855) 935-0410 |
| (240) 406-9776 | (405) 310-8736 | (580) 215-0491 | (779) 341-1525 | (855) 795-3148 | (855) 937-2431 |
| (253) 363-9874 | (406) 200-9542 | (582) 852-2690 | (785) 251-0253 | (855) 904-1407 | (855) 962-8108 |
| (260) 209-0831 | (406) 203-3470 | (585) 371-5923 | (802) 341-0074 | (855) 905-1556 | (614) 321-5617 |
| (262) 286-2550 | (406) 205-2548 | (586) 436-3882 | (803) 212-9984 | (855) 905-4689 | (855) 505-6809 |
| (270) 240-0120 | (406) 209-9142 | (601) 203-1388 | (804) 215-7315 | (855) 935-0410 | (855) 568-2339 |
| (270) 418-3753 | (408) 444-9276 | (601) 255-2442 | (808) 466-3954 | (855) 937-2431 | (855) 618-2818 |
| (302) 213-6610 | (412) 346-6216 | (602) 649-1113 | (812) 213-2315 | (855) 962-8108 | (855) 651-3778 |
| (302) 319-3365 | (414) 207-4549 | (605) 416-2144 | (816) 286-4028 | (614) 321-5617 | (855) 658-6906 |
| (305) 874-0164 | (415) 429-1290 | (605) 679-6471 | (832) 224-3246 | (855) 505-6809 | (855) 660-4542 |
| (307) 222-3902 | (417) 319-1906 | (608) 270-8120 | (843) 352-3264 | (855) 568-2339 | (855) 679-6333 |
| (307) 439-5921 | (423) 668-6707 | (612) 204-2938 | (843) 371-5685 | (855) 618-2818 | (855) 751-7660 |
| (308) 218-6107 | (443) 687-7476 | (615) 208-9426 | (843) 695-7991 | (855) 651-3778 | (855) 751-8870 |
| (312) 767-5184 | (445) 269-9875 | (616) 238-0360 | (859) 402-1534 | (855) 658-6906 | (855) 755-9221 |
| (313) 261-4585 | (470) 305-5017 | (619) 361-8090 | (860) 310-1936 | (855) 660-4542 | (855) 755-9908 |
| (314) 282-2320 | (479) 259-2305 | (662) 404-8417 | (862) 235-0442 | (855) 679-6333 | (855) 795-6337 |
| (316) 202-1638 | (479) 368-0746 | (681) 347-6629 | (862) 297-0239 | (855) 751-7660 | (855) 924-5533 |
| (317) 280-3006 | (479) 487-1940 | (681) 466-0602 | (865) 214-6646 | (855) 751-8870 | (855) 640-3392 |
| (318) 317-2114 | (484) 577-3706 | (701) 203-2459 | (901) 213-6987 | (855) 755-9221 | (855) 651-3778 |
| (319) 259-6394 | (501) 295-4932 | (701) 237-1522 | (904) 328-7701 | (855) 755-9908 | (855) 658-6906 |
| (855) 528-2550 | (855) 390-7302 | (855) 390-7150 |  |  |  |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

* [MED D - 2024](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6c79707f-cf67-4d30-8624-7fd920d5f5ef) [CVS MTM English Welcome Letter](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6c79707f-cf67-4d30-8624-7fd920d5f5ef)
* [MED D - 2024 CVS MTM Spanish Welcome Letter](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=582d9f39-129f-4287-bbde-199d338889fa)

* [OutcomesMTM Sample Prescriber Fax Form](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ae7c9534-ef94-4945-88bc-ccd2c9fcf83f)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\C337799\Downloads\CMS-2-017428)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY = INFORMATIONAL ONLY**