# Medication Therapy Management (MTM) Program

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**Description:** Procedures and information to support the HEE opportunity of Medication Therapy Management (MTM) program which will help members to better understand the purpose and use of their medications.

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| Process |

We utilize a third-party vendor (OutcomesMTM) to administer the MTM program. OutcomesMTM has relationships with many pharmacies across the country. Eligible members may be contacted by either their local pharmacist or an OutcomesMTM staff member to complete a Comprehensive Medication Review (CMR) annually. Members may also be contacted throughout the year to address targeted medication concerns as needed.

 For a list of phone numbers that may display on the member’s caller ID when receiving MTM-related outreach calls, refer to the section below titled [Outbound Phone Numbers Displaying on Caller ID for MTM](#OLE_LINK15).

Perform the following steps upon a member inquiring about this program:

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| **Step** | **Action** | |
| **1** | Address any questions the member may have regarding the MTM program by utilizing the [Q and A’s](#_Questions_and_Answers) 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.     **Resolution Time:**  Information = Immediate |
| No | Document and close the call according to current policies and procedures.  **Resolution Time:**  Information = Immediate |

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| Questions and Answers |

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

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| **#** | **Questions/Statements** | **Answers/Resolutions** |
| **1** | **What is the Medication Therapy Management (MTM) program?** | The Medication Therapy Management program is offered as part of your health plan benefits and is designed to help you understand how to use your medications safely and effectively.  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 |
| **2** | **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   **CCR:** If the member is interested in the program, provide them with the phone number and instruct them to call: Patient Engagement Team (PET) at **1-855-905-4689**. |
| **3** | **How long does it take to complete my annual comprehensive medication review?** | Your annual comprehensive medication review will usually take 15 to 30 minutes. You can schedule this review at a time that is most convenient for you.  **CCR:** If the member is interested in the program, provide the member with the phone number, and instruct them to call: Patient Engagement Team (PET) at **1-855-905-4689**. |
| **4** | **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 partners CHC Health or Med Watchers). These are not spam callers.  You may also call the Patient Engagement Team (PET) to schedule your comprehensive medication review at **1-855-905-4689**. |
| **5** | **How do I qualify for the MTM program?** | You qualify for the Medication Therapy Management 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 are:   * Have three (3) or more of the targeted chronic diseases * Are taking 4 or more plan covered chronic/maintenance medications * Are likely to have drug costs that exceed $0 per year for the current year   **Note:** This is total drug cost and not the member out-of-pocket cost.  **CCR:** If the member is interested in the program, provide them with the phone number and instruct them to call: Patient Engagement Team (PET) at **1-855-905-4689**. |
| **6** | **Can I opt out of the MTM program?** | Warm transfer the call to the Senior Team. |
| **7** | **What if I did not receive an invitation for the MTM program but wish to participate?** | Plans who allow for expanded eligibility for enrollment into the MTMP will allow members who are not auto-enrolled the same Medication Therapy Management program services.  Direct the member to a Health Plan (Medical) CCR to determine if they qualify for the service  **OR**  Members requesting a comprehensive medication review, provide them with the phone number and instruct them to call: Patient Engagement Team (PET) at **1-855-905-4689**. |
| **8** | **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. |
| **9** | **Can you provide my MTM materials in a different language?** | The Medication Therapy Management program invitation letter may be provided in additional languages. A new letter may be mailed to you in your preferred language.  **CCR:** If a member requests a copy of the invite letter in a language other than Spanish or English, provide the following number If the member: Patient Engagement Team (PET) at **1-855-905-4689**. |
| **10** | **How much does the MTM program cost?** | The Medication Therapy Management program is provided to you as part of your health plan benefits at no additional cost.  **CCR:** If the member is interested in the program, provide them with the phone number and instruct them to call: Patient Engagement Team (PET) at **1-855-905-4689**. |
| **11** | **How can I find out more information about my plan’s MTM program?** | Your health plan offers more information about the Medication Therapy Management program on their website. Would you like me to provide you with the link?  **CCR:** If yes, access the [MTM Plan Website hyperlinks](#_MTM_Plan_Website) section below to provide the link to the member. |

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| MTM Plan Website Hyperlinks |

Refer to as needed:

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| **Plan Name** | **Carrier ID** | **Website Link** |
| SilverScript (including EGWP plans) | Multiple | <https://www.aetnamedicare.com/en/prescription-drugs/medication-therapy-management.html> |
| Aetna Better Health of IL | 8815 | <https://www.aetnabetterhealth.com/illinois/members/premier/partd> |
| Aetna Better Health of MI | 8827 | <https://www.aetnabetterhealth.com/michigan/members/medicare-medicaid/part-d-drugs> |
| Aetna Better Health of OH | 8812 | <https://www.aetnabetterhealth.com/ohio/members/premier/partd> |
| CareFirst | 8181 | <https://member.carefirst.com/members/health-wellness/staying-healthy/pharmacy-care.page> |
| CDPHP | 8662, 8663 | <http://www.cdphp.com/medicare/drug-coverage/mtm> |
| CCOK Community Care of OK | 2475 | <https://www.ccokadvantage.com/2020/AMP/MTM.asp> |
| Devoted Health Plan MED D | Multiple | <https://www.devoted.com/prescription-drugs/utilization-management/medication-therapy-management/> |
| ElderPlan | 8585 | <https://www.elderplan.org/for-members/member-services/mtm-program/> |
| Fidelis | 8999 | <https://www.fideliscare.org/Member/Medicare-Information/MTM> |
| Global Health | 8613 | <https://globalhealth.com/oklahoma/medicare-advantage/medication-therapy-management-program/> |
| IM Care Classic Itasca | 8653 | <http://www.co.itasca.mn.us/documentcenter/view/4156> |
| HMSA | 3982 | <http://www.hmsa.com/health-plans/medicare/2025/medication-therapy-management-program/> |
| Johns Hopkins | 8646, 0523, 8597 | <https://www.hopkinsmedicare.com/members/medication-therapy-management-program> |
| Martin’s Point | 8576, 8713, 8577 | <https://medicare.martinspoint.org/prescriptions-and-pharmacies/medication-therapy-management> |
| Mercy Care Advantage | 8803, 8806 | <https://www.mercycareaz.org/members/advantage-formembers/prescription> |
| MetroPlus Health Plan | 8541 | <https://metroplus.org/plans/medicare/medication-therapy/> |
| Mount Carmel Medicare D | 1307,1310,8732,20BG,21BP,21HM,21HQ,21HS,21HN,21HP | <https://www.thpmedicare.org/mount-carmel/my-medications/medication-therapy-management> |
| MVP | 1501,1503,1504 | <https://www.mvphealthcare.com/plans/medicare/prescription-drug-coverage/medication-therapy-management-program> |
| NEJE | Multiple | <https://rxmedicareplans.com/members/medication-therapy-management> |
| NHPRI | 2322 | <https://www.nhpri.org/medicare-medicaid/pharmacy-benefits/2025-pharmacy-benefits/> |
| Paramount | 864B, 8642, 8640, 864A, 8641 | <https://www.paramounthealthcare.com/Medicare/Plan-Documents-and-Information#mtm> |
| Sharp Health | 4154, 4155 | <https://www.sharpmedicareadvantage.com/members/pharmacy-group-page/pharmacy-and-prescription-drugs> |

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| Outbound Phone Numbers Displaying on Caller ID for MTM |

 Caller IDs may also display as “Healthcare” or “Pharmacy Dept”.

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| (855) 505-6809 | (617) 369-7397 | (319) 304-9273 | (505) 303-1590 | (719) 247-1875 | (945) 229-6564 |
| (855) 568-2339 | (541) 636-9640 | (321) 209-6527 | (507) 216-3440 | (720) 248-0215 | (970) 286-7958 |
| (855) 618-2818 | (515) 666-5335 | (331) 205-8392 | (509) 508-0108 | (727) 201-0688 | (984) 243-2491 |
| (855) 660-4542 | (201) 268-3479 | (332) 240-0677 | (512) 518-4874 | (734) 210-1702 | (866) 519-7550 |
| (855) 679-6333 | (203) 212-8434 | (336) 218-3739 | (513) 301-1598 | (757) 364-2718 | (866) 837-3547 |
| (855) 751-7660 | (203) 658-7433 | (337) 347-9516 | (515) 207-7030 | (757) 401-4547 | (866) 993-0452 |
| (855) 745-9910 | (203) 903-4930 | (380) 710-9661 | (520) 230-3765 | (757) 586-3620 | (866) 993-1718 |
| (855) 755-9221 | (207) 209-3856 | (385) 203-8440 | (539) 202-3478 | (771) 212-8487 | (866) 837-1845 |
| (855) 755-9908 | (208) 207-7252 | (385) 205-5930 | (563) 214-8359 | (775) 276-6176 |  |
| (855) 795-6337 | (208) 242-4122 | (385) 210-1223 | (564) 225-2216 | (775) 387-4357 |  |
| (855) 924-5533 | (208) 497-5344 | (385) 275-5480 | (567) 200-4191 | (775) 430-4821 |  |
| (281) 915-9025 | (208) 505-1689 | (401) 209-2399 | (573) 303-3029 | (779) 203-8635 |  |
| (281) 503-4800 | (210) 236-1045 | (401) 216-6779 | (574) 366-3537 | (779) 341-1525 |  |
| (281) 915-9024 | (213) 257-8188 | (401) 287-7585 | (575) 208-5571 | (785) 251-0253 |  |
| (855) 484-1580 | (216) 200-5903 | (401) 335-0941 | (575) 249-2429 | (802) 341-0074 |  |
| (855) 515-2835 | (218) 206-6429 | (402) 318-7054 | (580) 215-0491 | (803) 212-9984 |  |
| (855) 613-3858 | (218) 227-3786 | (402) 509-1880 | (582) 852-2690 | (804) 215-7315 |  |
| (855) 795-3148 | (225) 224-7320 | (405) 215-9674 | (585) 371-5923 | (808) 466-3954 |  |
| (855) 904-1407 | (228) 265-5731 | (405) 310-8736 | (586) 436-3882 | (812) 213-2315 |  |
| (855) 905-1556 | (240) 224-3788 | (406) 200-9542 | (601) 203-1388 | (816) 286-4028 |  |
| (855) 905-4689 | (240) 367-9277 | (406) 203-3470 | (601) 255-2442 | (832) 224-3246 |  |
| (855) 935-0410 | (240) 406-9776 | (406) 205-2548 | (602) 649-1113 | (843) 352-3264 |  |
| (855) 937-2431 | (253) 363-9874 | (406) 209-9142 | (605) 416-2144 | (843) 371-5685 |  |
| (855) 962-8108 | (260) 209-0831 | (408) 444-9276 | (605) 679-6471 | (843) 695-7991 |  |
| (614) 321-5617 | (262) 286-2550 | (412) 346-6216 | (608) 270-8120 | (859) 402-1534 |  |
| (855) 640-3392 | (270) 240-0120 | (414) 207-4549 | (612) 204-2938 | (860) 310-1936 |  |
| (855) 651-3778 | (270) 418-3753 | (415) 429-1290 | (615) 208-9426 | (862) 235-0442 |  |
| (855) 658-6906 | (302) 213-6610 | (417) 319-1906 | (616) 238-0360 | (862) 297-0239 |  |
| (855) 390-7150 | (302) 319-3365 | (423) 668-6707 | (619) 361-8090 | (865) 214-6646 |  |
| (855) 528-2550 | (305) 874-0164 | (443) 687-7476 | (662) 404-8417 | (901) 213-6987 |  |
| (855) 751-8870 | (307) 222-3902 | (445) 269-9875 | (681) 347-6629 | (904) 328-7701 |  |
| (855) 390-7302 | (307) 439-5921 | (470) 305-5017 | (681) 466-0602 | (908) 440-7719 |  |
| (855) 528-2852 | (308) 218-6107 | (479) 259-2305 | (701) 203-2459 | (912) 200-6519 |  |
| (855) 723-7009 | (312) 767-5184 | (479) 368-0746 | (701) 237-1522 | (913) 210-0345 |  |
| (855) 374-7057 | (313) 261-4585 | (479) 487-1940 | (702) 329-6033 | (913) 213-1024 |  |
| (855) 374-9512 | (314) 282-2320 | (484) 577-3706 | (704) 412-2799 | (914) 294-5411 |  |
| (515) 316-6329 | (316) 202-1638 | (501) 295-4932 | (706) 250-9192 | (919) 516-9957 |  |
| (515) 337-2941 | (317) 280-3006 | (502) 438-8852 | (706) 341-3524 | (920) 305-0952 |  |
| (515) 666-1966 | (318) 317-2114 | (504) 215-8940 | (716) 218-3108 | (928) 318-6205 |  |
| (515) 666-4244 | (319) 259-6394 | (505) 225-3564 | (719) 225-2861 | (928) 350-8317 |  |

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| Related Documents |

[MED D - MTM Member Medication Action Plan - Personal Medication List (040242)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=9bb73640-7e1d-40f3-a9af-ec7da51f41c2)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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