# Medication Therapy Counseling

[Frequently Asked Questions & Answers](#_Toc82005554)

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**Description:** Questions and answers about the Medication Therapy Counseling program.

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| Frequently Asked Questions & Answers |

Use as needed:

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| **#** | **Question or Statement** | **Answer/Resolution** |
| **1** | **What is Medication Therapy Counseling?** | Medication Therapy Counseling is a service provided at no additional cost to you. A pharmacist works with you by phone to help you better understand your medications. You learn what each medication does for you.  All of your medications are discussed. This includes prescriptions and over-the-counter medications, which are products you can get without a prescription from your doctor.  The goal of the program is to help improve your overall health and to help you have a better understanding of what each medication does for you.  At the end of your talk with the pharmacist, you are mailed a packet that contains a medication list and recommendations for you and your doctor. |
| **2** | **What is the direct phone number for Medication Therapy Counseling?** | **1-800-293-7102**  **Hours Of Operation:**  Monday through: Friday 7 am to 4 pm CT.  After Hours: Leave a voice mail message. |
| **3** | **How can I participate in Medication Therapy Counseling?** | **Note:** The client opts into this program for it to be available.  **CCR:** Review the CIF.  To begin working with an experienced registered pharmacist, or if you have questions about this exciting new service, please call toll-free at **1-800-293-7102.** |
| **4** | **How can I opt out of Medication Therapy Counseling?** | Call toll-free at **1-800-293-7102.** |
| **5** | **My friend, spouse, or relative is participating in the Medication Therapy Counseling program and I would like to participate as well.** | To begin working with an experienced registered pharmacist, please call toll-free at **1-800-293-7102.** |
| **6** | **How can the pharmacist help me?** | The pharmacist:   * Reviews your list of prescriptions and non-prescription medications to see if there are problems like drug interactions, unwanted side effects of medications or supplements that are no longer needed * Answers your questions about your medications * Identifies your health-related goals * Provides personal written recommendations that you can discuss with your doctor * Provides follow-up consultations with you to discuss new concerns and outcomes of earlier recommendations |
| **7** | **How does Medication Therapy Counseling work?** | To begin working with an experienced registered pharmacist, please call toll-free at **1-800-293-7102**.   * To help the pharmacist understand your medication and health history, you need to sign up by providing some past and current medical information. This takes about 10 minutes. * The staff works with you to schedule a telephone consultation appointment with your Medication Therapy Counseling pharmacist. These appointments usually last about 30 minutes. The actual time may be different from one person to another and from one appointment to the next. * The pharmacist works with you to: * Complete a full review of your drug therapy * Identify medication related issues * Help you develop an action plan to reach your health goals * Conduct follow-up appointments with you to resolve medication related issues * You participate in each step. |

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