

SEGIP Diabetes Medication
Therapy Management (MTM)
Program

Frequently Asked Questions (FAQ)

Definition of MTM.....	1
Eligibility for MTM.....	2
Confidentiality.....	2
Benefits of Participation	2
UPlan MTM Network Pharmacist	4
MTM Consultation	4
MTM Lifestyle Program.....	5
Health Reimbursement Arrangement (HRA)	7

Definition of MTM

What is Medication Therapy Management (MTM)?

Medication Therapy Management includes regular face-to-face meetings with a trained MTM pharmacist who will:

- Help you manage your prescription and over-the-counter medications
- Work with your physician to determine if any medications need to be changed
- Help you better understand how your medications work

For forms, Pharmacist Directory, and additional information visit the [MTM website \(www.mn.gov/MTM\)](http://www.mn.gov/MTM)

Medication Therapy Management includes:

- A detailed review of your general health and medical status by a MTM pharmacist
- A comprehensive medication review to identify, resolve, and prevent medication-related problems, including any negative drug events. Your MTM pharmacist will review your prescription, over-the-counter, and herbal medications, dietary supplements, vitamins and minerals
- Development of a medication treatment plan
- Documentation of the care delivered and communication with your primary care physician
- Monitoring and evaluating your response to medications, including safety and effectiveness
- Training and education that will help you better understand your medications and how to use them

Eligibility for MTM

Who is eligible to receive MTM services?

The program is open to active state employees with a diagnosis of diabetes and who are enrolled in the state's Advantage health insurance plan.

Confidentiality

How was I identified as eligible for the program?

Program participation is voluntary and confidential. SEGIP will only receive unidentified reports in order to administer and evaluate program effectiveness. Your employing agency will not receive information about your participation in this program.

Benefits of Participation

Are there any incentives for participating in MTM services?

Yes.

SEGIP will pay the full cost of consultations with your MTM pharmacist. Copays will be waived for formulary diabetes medications and formulary test supplies. In addition, you will receive a contribution to your Health Reimbursement Arrangement (HRA).

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A SEGIP Partnership With:

StayWell



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What must I do to become eligible for the copay reduction?

To be eligible for the copay reduction, you must:

- Make an appointment with one of the UPlan MTM Network pharmacists listed in the [Directory of MTM Pharmacists](#).
- Provide your MTM pharmacist with a list of current medications and lab results, which may require contacting your primary care doctor
- Complete and sign the [SEGIP MTM Program Member Participation Agreement](#)
- Have your MTM pharmacist sign the agreement and fax it to Navitus at 920- 735-5350 or toll-free 855-668-8551
- Agree to be actively involved in working with your MTM pharmacist and your physician to make appropriate changes in your medication therapy, and adhere to their recommendations designed to improve your health

How is the copay reduction processed?

You need to complete the [SEGIP MTM Program Member Participation Agreement](#) and bring it to your first MTM visit. You and your pharmacist each sign the form and the pharmacist will fax it to Navitus at 920-735-5350 or toll-free 855-668-8551.

How do I receive my initial Health Reimbursement Arrangement (HRA) contribution?

To be eligible for the HRA \$50 incentive, you must:

- Complete and sign the [SEGIP MTM Program Member Participation Agreement](#)
- Have your MTM pharmacist sign the agreement and fax it to Navitus at 920- 735-5350 or toll-free 855-668-8551
- Once 121 Benefits receives the information from Navitus that you have enrolled in the MTM program, they will send you a Welcome Packet with a claim form to be used specifically for this HRA. You will need to complete it and fax or mail your supporting documentation to 121 Benefits, or you may enter claims online via your individual account at the 121 Benefits (www.121benefits.com)

How long will I have to submit claims for reimbursement?

You will have 18 months from your effective date of coverage in the MTM program to incur and submit eligible expenses for reimbursement. The effective date is your enrollment date in the MTM program. For example, if your effective date is July 1, 2014, you will have until December 31, 2015 to incur expenses and submit expenses for reimbursement.

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UPlan MTM Network Pharmacist

Where do I find a MTM pharmacist?

The UPlan MTM pharmacists and locations are listed in the [Directory of MTM Pharmacists](#). MTM pharmacists are located in clinics and community pharmacies. You may choose any of the MTM pharmacists in the directory.

What credentialing standards and education/training do UPlan pharmacists complete?

Pharmacists included in the Directory of MTM Pharmacists have met credentialing standards developed by the UPlan and the University Of Minnesota College Of Pharmacy. Specifically, all of the pharmacists have provided documentation that they have received education on the delivery of MTM during their degree program, or they have completed an additional approved continuing education course on the provision of medication therapy management services.

Does the directory differ depending on which health plan administrator I have?

No. The Directory of MTM Pharmacists is the same for all Advantage Plan members.

MTM Consultation

How do I make an appointment with an MTM pharmacist?

After you choose a pharmacist from the directory, call the phone number listed for that location to schedule an appointment. Plan to bring the following items to your first MTM visit:

- Your health plan ID card and your Navitus ID card
- A complete list of all of your medications (including dosage and frequency), or simply bring all of your prescription or over-the-counter medication bottles
- The [SEGIP MTM Program Member Participation Agreement](#)
- Your current lab report and primary care provider information

What should I expect in my MTM consultations?

Your MTM consultation will be held in a private room in a pharmacy or clinic setting where you will meet face-to-face with the pharmacist. Your initial visit may last anywhere from 45 to 60 minutes. The pharmacist will ask questions about your medical conditions, your current medications, and any problems you are having with your medications. Your MTM pharmacist will then complete an initial assessment and recommendations, and share that with you.

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With your permission, the pharmacist will then contact your primary care provider to present his/her MTM assessment and recommendations. Your pharmacist will work closely with your primary care physician to optimize your health care and resolve any medication-related problems you may have.

It is recommended that you see your MTM pharmacist two to three times during the first year (more if you and your pharmacist feel additional visits are needed) and two times in each subsequent year to provide an ongoing assessment of your health status and medications.

How is my privacy protected during the consultation with the MTM provider?

Your MTM appointment will be scheduled in a private setting dedicated to patient care. The space will be large enough to accommodate at least three people without others being able to hear the MTM consultation and without distractions from other conversations in the facility.

MTM Lifestyle Program

What is a MTM Lifestyle Program?

Lifestyle programs provide coaching to help you achieve your health-related goals.

- You identify your topics of interest and areas to improve. Lifestyle programs are customized to you.
- Options include both personal health coaches and online programs
- SEGIP's lifestyle programs are provided by StayWell.

Personal support with phone-based health coaching

Get the support of a health coach to help you reach your goals. You'll work with a registered dietitian, health educator, or exercise specialist. You can schedule phone calls when it's convenient for you.

Health coaching topics include the following and many others:

Back Care

Physical Activity

Blood Pressure

Stress Management

Cholesterol

Tobacco Cessation

Nutrition

Weight Management

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Convenient and engaging online programs

Online programs are available anytime, anywhere, and only take six weeks to complete - just long enough for you to see results. Here's a sample of programs:

- Stress Relief
- Get in Shape
- Healthier Diet
- Easy Start
- Healthy Aging
- Healthy Kids

What are the advantages of completing lifestyle programs?

Diabetes is impacted by each person's unique conditions and lifestyle choices. Lifestyle programs are customized to meet your needs, and support you to reach your goals.

When you are a participant in the Diabetes MTM Program and you successfully complete a lifestyle program you can earn \$200 in a Health Reimbursement Arrangement (HRA).

How do I enroll in a lifestyle program?

You can enroll in the health coaching program by calling StayWell at **(855) 428-6320**

What do I need to do earn the \$200 in my Health Reimbursement Arrangement

(HRA)? Through StayWell, you need to complete at least three calls with a health coach or complete an online program. These programs are available to you at no cost, and you have unlimited access to these programs.

Will it count towards my program completion if I completed a phone health coaching program and/or an online program after I completed the Personal Health Assessment earlier this year?

Programs completed prior to enrollment in the SEGIP Diabetes MTM Program do not count toward the HRA incentive. You and your MTM pharmacist will work together to set goals. Lifestyle programs will help you achieve these goals and improve your health.

Will my information be shared with my employer?

The information you provide in the program is protected by the same patient confidentiality laws that protect your medical records. The only identifiable information that will be shared with SEGIP is if you completed a program to earn the \$200 in your HRA so that they can administer the account.

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Do I need to complete the Personal Health Assessment?

Yes, the online Personal Health Assessment is a valuable tool for setting goals to improve your health. The Personal Health Assessment helps you identify programs that are customized to meet your health needs and it provides important health information.

How do I take the Personal Health Assessment?

It's easy! Follow the steps at the [StayWell site \(https://SEGIP.staywell.com\)](https://SEGIP.staywell.com) to complete your Personal Health Assessment.

Health Reimbursement Arrangement (HRA)

Who will administer my HRA?

121 Benefits, the same vendor that currently administers the State's \$250 & \$125 HRA's as well as the MnSCU HRA and MDEA, DCEA, PKEA & BVEA will also administer this HRA.

How do I request reimbursement?*

Once 121 Benefits receives the information from Navitus that you have enrolled in the MTM program, they will send you a Welcome Packet with a claim form to be used specifically for this HRA. You will need to complete it and fax or mail your supporting documentation to 121 Benefits, or you may enter claims online via your individual account at the 121 Benefits website (www.121benefits.com).

What expenses will be eligible?

The same expenses that are eligible for the state's \$125 & \$250 HRA & MDEA (with the exception of long-term care premiums) are eligible for payment through this HRA. Please see the eligible expense list online at 121 Benefits' website (www.121benefits.com).

How long will I have to submit claims for reimbursement?

You will have 18 months from your effective date of coverage in the MTM program (not an MTM Lifestyle Program) to incur and submit eligible expenses for reimbursement. The effective date is your enrollment date in the MTM program – not an MTM Lifestyle Program. For example, if your effective date is July 1, 2014, you will have until December 31, 2015, to incur expenses and to submit expenses for reimbursement. You will receive the additional \$200 incentive after completion of a lifestyle program.

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