At Humana, supporting you in the improvement of patient outcomes is our goal, especially in complex patients with multiple chronic conditions. Physician practices can help impact medication-related outcomes for eligible patients by participating in Humana’s MTM program in two different ways:

1. **Schedule or complete a CMR/TMR in the office**
   During an office visit, a qualified healthcare professional (M.D., D.O., NP, RN, RPh, Pharm.D.) can call **1-855-202-2510**, Monday through Friday, 8 a.m. to 6 p.m. Eastern time, to schedule or connect an eligible patient with our clinical team of pharmacists.

   **Two** of the following identifiers are required to authenticate the patient’s identity:
   - Patient’s name
   - Patient’s medical record number
   - Patient’s insurance member identification number
   - Patient’s date of birth
   - Patient’s ZIP code

2. **Conduct a CMR/TMR via OutcomesMTM®**
   Qualified healthcare professionals can sign up to conduct CMRs/TMRs for eligible patients online at OutcomesMTM.com and receive up to $60 in compensation for each completed CMR and up to $20 for each completed TMR performed in the office. Payment amount depends on the type of TMR. For patient education and adherence check-in targeted intervention problems (TIPs), reimbursement is $10. Prescriber consultations with a drug therapy change are paid as $5 per consult plus a $15 validation fee if the drug therapy change is confirmed with pharmacy claims data. For more information on this online option, please call 1-515-237-0001 or email clinics@outcomesMTM.com.

Pharmacy technicians and other support staff can play an important role in MTM through scheduling and documentation support.

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**WHY MTM?**

- **85 percent** of patients had one or more medication therapy problems identified by MTM services.
- **55 percent** of patients who had not reached certain clinical goals when they enrolled in the MTM program improved during the course of MTM services.
- **93.3 percent** of respondents agreed or strongly agreed that their overall health and well-being had improved because of MTM services.
FREQUENTLY ASKED QUESTIONS

What is the difference between a CMR and a TMR?

A comprehensive medication review (CMR) is a real-time, interactive medication review performed by a qualified healthcare professional to assess a patient’s medications (including prescriptions, over-the-counter medications, herbal therapies and dietary supplements) and is intended to aid in assessing medication therapy and optimizing patient outcomes.

A targeted medication review (TMR) is an ongoing monitoring process with outreach made to the patient and/or prescriber about a specific or potential medication-related problem, without a comprehensive assessment of the patient’s medications. TMRs may be performed to assess medication use, to monitor whether any unresolved issues need attention, to determine if new drug therapy problems have arisen, or assess if the beneficiary has experienced a transition in care.

Who is eligible?

Humana-covered Medicare Advantage MAPD and PDP patients meeting all of the following criteria:

• Have at least three of the following chronic diseases:
  – Diabetes
  – Chronic heart failure
  – Dyslipidemia
  – Chronic obstructive pulmonary disease
  – Osteoporosis
• Take a minimum of eight chronic or maintenance (Part D) drugs
• Have anticipated Part D drug costs of at least $4,044 in 2019

An up-to-date list of eligible patients is regularly available for your practice.

References