Frequently Asked Questions (FAQs)

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, and
• Help you better understand how your medications work.

Medication Therapy Management includes:

• A detailed review of your general health and medical status by an 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.
• Training and education that will help you better understand your medications and how to use them.
• Monitoring and evaluating your response to medications, including safety and effectiveness.
• Documentation of the care delivered and communication with your primary care physician.

Eligibility for MTM

Who is eligible to receive MTM services?
The program is open to active state employees with a diagnosis of diabetes.
Confidentiality

How was I identified as eligible for the program?
You were identified by your health plan as having a diagnosis of diabetes. This information was shared with Navitus and they initiated your invitation letter to opt into 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 Participating

Are there any incentives for participating in MTM services?
Yes. SEGIP will pay the full cost of consultations with your MTM pharmacist. In addition, copays will be waived for diabetes medications and test supplies.

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 (UPlan) pharmacists listed in the provider directory.
- Provide your MTM pharmacist with a list of current medications and lab results. This 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 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 Eide Bailly 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 Eide Bailly or, you may enter claims online via your individual account at [www.eidebaillybenefits.com](http://www.eidebaillybenefits.com).

**How long will I have to submit claims for reimbursement?**

You will have one year to incur expenses (effective date is your enrollment date in the MTM program) and two months following the termination date to submit expenses for reimbursement. For example, if your effective date is July 1, 2013, you will have until June 30, 2014 to incur expenses and until August 29, 2014 to submit expenses for reimbursement.

**UPlan MTM Network (UPlan) Pharmacist**

**Where do I find an MTM pharmacist?**

All of the UPlan MTM pharmacists and locations are listed in the Directory of MTM Pharmacists ([http://www1.umn.edu/ohr/prod/groups/ohr/@pub/@ohr/documents/asset/ohr_asset_096799.pdf](http://www1.umn.edu/ohr/prod/groups/ohr/@pub/@ohr/documents/asset/ohr_asset_096799.pdf))

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 you 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. 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.

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*In Partnership With: StayWell ○ Navitus ○ UPlan MTM Network*
What is an MTM Lifestyle Program?

• Lifestyle programs are customized to you.
• Includes both personal health coaches and online programs.
• You identify your topics of interest and areas to improve.

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. Topics include:

- Back Care
- Blood Pressure
- Cholesterol
- Nutrition
- Physical Activity
- Stress Management
- Tobacco Cessation
- Weight Management
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.

- Easy Start
- Health Heart
- Healthy Aging
- Cancer-Fighting
- Diabetes-Fighting
- Healthy Seniors
- Get In Shape
- Healthier Diet
- Smoke Free
- Stress Relief
- Weight Loss
- Healthy Kids

What are the advantages of the programs?

Better health outcomes

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 Account (HRA).

How do I enroll in a lifestyle program?

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

What do I need to do earn the $200 in my Health Reimbursement Account (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.

I completed a phone health coaching program and/or an online program after I completed the personal health assessment earlier this year. Does that count towards my program completion?

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.

In Partnership With: StayWell ○ Navitus ○ UPlan MTM Network
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 provides important health information.

How do I take the Personal Health Assessment?*

It’s easy! Follow the steps at https://SEGIP.staywell.com to complete your Personal Health Assessment.

Health Reimbursement Account (HRA)

Who will administer my HRA?

Eide Bailly Employee 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 Eide Bailly 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 Eide Bailly or, you may enter claims online via your individual account at www.eidebaillybenefits.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 www.eidebaillybenefits.com.

How long will I have to submit claims for reimbursement?

You will have one year to incur expenses (effective date is your enrollment date in the MTM program) and two months following the termination date to submit expenses for reimbursement. For example, if your effective date is July 1, 2013, you will have until June 30, 2014 to incur expenses and until August 29, 2014 to submit expenses for reimbursement. You will receive the additional $200 incentive after completion of a lifestyle program - the year eligibility to submit claims for reimbursement starts at the time of enrollment in the MTM program.

*Links to all forms and the Pharmacist Directory are available at: http://www.mmb.state.mn.us/mtm