

## REFERRALS & CLINIC COLLABORATION

FAMILY HEALTHCARE PHARMACY  
Kelly Corr

## REFERRAL REGULATIONS

- ▶ 340B RESTRICTIONS
- ▶ PROCESS FOR REFERRALS
- ▶ WORKFLOW

## COLLABORATION

- ▶ WORKFLOW PROCESS (PDSA)
- ▶ COMMITTEES
  - SAFETY
  - NURSING
  - REFERRALS

## MTM'S & PEP PROGRAM

## MEDICATION THERAPY MANAGEMENT

- ▶ OUTCOMESMTM.COM
  - TIPS
  - CMR
  - TECHNICIAN PROCESS

## ABOUTTHEPATIENT.NET

- ▶ ABOUTTHEPATIENT.NET
- ▶ HTN PILOT PROGRAM
- ▶ DIABETES MANAGEMENT PROGRAM
- ▶ NDWSI PAIN MANAGEMENT PROGRAM
- ▶ SANFORD PEP PROGRAM

## DIABETES MANAGEMENT PROGRAM

- ▶ 2 YEAR PROGRAM
  - 1ST YEAR (CMR & 2 TARGETED INTERVENTIONS)
  - 2ND YEAR (CMR & 1 TARGETED INTERVENTION)
- ▶ TECHNICIAN'S ROLE
- ▶ PATIENT BENEFITS



## PATIENT ENGAGEMENT PROGRAM

- ▶ IDENTIFY QUALIFYING PATIENTS
  - RECENT ANTIBIOTIC FILLS
  - 3 OR MORE CHRONIC MEDICATIONS (MEDICATION SYNCHRONIZATION)
  - RECENT ADDITION/CHANGE TO HTN THERAPY
  - PATIENT BRINGS IN BG MONITOR & DOWNLOADS READINGS
  - ACE/ARB THERAPY (QUARTERLY REVIEW)
- ▶ TECHNICIAN'S ROLE
- ▶ PHARMACIST RECOMMENDATIONS
- ▶ BILLING/RECONCILING CLAIMS



## NDMA MTM PROGRAM

- ▶ IDENTIFYING QUALIFYING PATIENTS
  - NUMEROUS DISEASE STATES
  - NON-COMPLIANCE
  - NDMA VS. PROVIDER RECOMMENDATION
- ▶ TECHNICIAN'S ROLE
- ▶ PHARMACIST RECOMMENDATIONS
- ▶ BILLING/RECONCILING CLAIMS



## TECHNICIAN'S ROLE IN MEDICARE ENROLLMENT



## PARTS OF MEDICARE

- ▶ PART A
- ▶ PART B
- ▶ PART C
- ▶ PART D



## PART D ENROLLMENT

- ▶ WHO IS ELIGIBLE?
- ▶ WHEN ARE YOU ELIGIBLE?
- ▶ WHAT ARE THE STEPS TO TAKE?
- ▶ WHERE DO YOU ENROLL?
- ▶ HOW DO YOU MAINTAIN A PART D PLAN?
- ▶ WHY SHOULD YOU ENROLL?



## PART D – WHO IS ELLIGIBLE AND WHEN?

- ▶ IEP (INITIAL ENROLLMENT PERIOD)
  - PERSON TURNING 65 HAS 7 MONTH WINDOW TO APPLY
  - CERTAIN STIPULATIONS ARE PLACED ON THOSE WITH RAILROAD/SS BENEFITS
- ▶ GEP (GENERAL ENROLLMENT PERIOD)
  - IF YOU MISSED IEP, CAN ENROLL 1/1–3/31, HAVING TO PAY A LATE FEE
- ▶ AEP (ANNUAL ENROLLMENT PERIOD)
- ▶ SEP (SPECIAL ENROLLMENT PERIOD)



## STEPS FOR ENROLLMENT

- ▶ ONLINE
  - WWW.SOCIALSECURITY.GOV
  - WWW.MEDICARE.GOV
- ▶ PHONE
  - 1-800-772-1213
- ▶ IN-PERSON
- ▶ PHARMACY



## WHY ENROLL?

- ▶ AVOID PENALTIES
- ▶ COVERAGE FOR UNEXPECTED ILLNESS/DISEASE STATES
- ▶ SEVERAL PROGRAMS AVAILABLE TO HELP WITH PHARMACEUTICAL NEEDS



## HOW TO MAINTAIN ACTIVE STATUS

- ▶ AEP
  - CHOOSING ORIGINAL MEDICARE OR MEDICARE ADVANTAGE
  - ENROLL/UNENROLL/CHANGE PART D PLANS
  - COMPARE CONTRAST PART D PLANS
  - APPLYING FOR LIS
- ▶ PAY PREMIUMS FOR PARTS B/D
- ▶ RESEARCH PATIENT ASSISTANCE PROGRAMS
- ▶ RESEARCH PHARMACY HELP OPTIONS



## QUESTIONS?

