Medication Therapy Management (MTM)

Community Care Plan (CCP) now offers Medication Therapy Management (MTM) services to members across our different lines of business, including MMA Medicaid enrollees.

The overall goal of MTM:
- **Improve** medication use
- **Reduce** the risk of adverse events
- **Improve** medication adherence
- **Ensure** effective and safe medication treatments are delivered with optimal medical and economic value
- **Deliver** continuous modifications to the quality improvement of the program, to reflect changes in clinical data, and national treatment guidelines

Inclusion criteria for prospective candidates consists of enrollees on five (5) or more chronic medications with at least two (2) chronic disease states (e.g., diabetes, heart failure, hypertension, hyperlipidemia, asthma, chronic obstructive pulmonary disease).

Additional program offerings:
- **Telephonic Comprehensive Medication Review (CMR)** of prescription and non-prescription medications, herbal products, or other dietary supplements
- **Review** of prescription drug claims, member demographics, concurrent disease states (if information is available), and concurrent medications to identify therapy care gaps
- **Therapy care gaps** are interventions designed to identify members who have a gap between their current therapy and the ideal therapy needed to achieve optimal clinical outcomes. Therapy care gap recommendations are developed based on current clinical guidelines and clinical evidence
- **Prescriber notification** of members’ therapy care gaps
- **Identifying barriers** to adherence, such as members not properly following the prescriber’s instructions (compliance), or are not remaining on the prescribed therapy for the recommended time period (persistence)
- **Members** with a potential need for program services can be identified by the pharmacist, the physician, other healthcare professionals, or the members themselves when medication-related problems are suspected

In this Issue

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Provider Relations Hotline: (855) 819-9506
Website: www.ccpcares.org

News You Can Use

- Case management available to assist with complex members. Call 866-899-4828 #5
- Behavioral Health Services: Concordia 800-294-8642
- Compare Health plans—[http://www.floridahealthfinder.gov/HealthPlans](http://www.floridahealthfinder.gov/HealthPlans)
- Cultural Competency Plan—[http://www.ccpcares.org/providers/provider-resources](http://www.ccpcares.org/providers/provider-resources)
The 2017 Community Care Plan Provider Survey was conducted by a third-party consulting group between March 6 and May 5, 2017. Surveys were completed through Internet and telephone interviews by 110 office administrators from a list of 140.

- Respondents showed overall satisfaction with CCP in 2017 with a 'very satisfied' rating of 98.2%.
- 75% and 25% of respondents showed likely and very likely to recommending CCP to other provider practices.
- With regard to the question “Have a Provider Relations Representative from CCP assigned to the Practice?” In 2016, 62% of administrators agreed, while in 2017, there was a 20% increase to 82.4%.

Thank you for your participation and feedback. We are always looking for opportunities to improve and strengthen our relationship with you!

**CCP Provider Survey Results 2017**

**Respondents’ Overall Satisfaction with Community Care Plan**

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied/ satisfied</th>
<th>Satisfied</th>
<th>Not Satisfied</th>
<th>Not At All Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017 %</td>
<td>24.0%</td>
<td>74.2%</td>
<td>1.8%</td>
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<tr>
<td>2016 %</td>
<td>24.0%</td>
<td>78.5%</td>
<td>1.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>2015 %</td>
<td>20.0%</td>
<td>78.5%</td>
<td>1.5%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**Have a Provider Relations Representative from Community Care Plan Assigned to the Practice**

(Affirmative Responses)

- 2015: 47.8%
- 2016: 62.0%
- 2017: 82.4%

**Respondents’ Likelihood of Recommending Community Care Plan to Other Provider Practices**

- Very Likely: 22.5%
- Likely: 75.0%
- Not Likely: 5.0%
- Not At All Likely: 5.0%

*“Likelihood of Recommending” was a “Yes/No” question in previous studies. In 2015, 88.0% of respondents said they would recommend the plan. While in 2016, 93.8% said they would recommend the plan.*

**Affirmative Statement About Incentives**

- Utilization Management decision-making at Community Care Plan is based ONLY on appropriateness of care and service, and existence of coverage.
- Community Care Plan does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for Utilization Management decision makers do not encourage decisions that result in underutilization.
Zika Virus Update for Healthcare Providers

About the Zika Virus

The Zika virus is transmitted through mosquitoes and sexual contact. Zika infection during pregnancy can cause birth defects including microcephaly, defects of the eye, hearing and impaired growth. Patients’ symptoms can range from none to mild. Most common symptoms include fever, rash, joint pain and conjunctivitis. Zika virus is a nationally notifiable condition.

What Can Our Healthcare Providers Do?

- Know the symptoms of Zika Virus
- Ask patients about their travel history. Refer to the Center for Disease Control (CDC) Travelers’ Health website for current information
- Educate your patients about transmission. Encourage them to avoid mosquito bites by wearing appropriate clothing and using repellants. Also discuss using condoms to prevent sexual transmission. Discourage mosquito breeding after heavy rain by suggesting they empty standing water
- Report suspected Zika Virus disease cases to the Florida Department of Health
- Offer serologic testing to asymptomatic pregnant women with possible exposure to Zika virus through travel/residence areas of concern or through unprotected sexual encounter
- Refer pregnant women with ultrasound findings of microcephaly or intracranial calcifications to specialist for further evaluation
- Test for Zika Virus infection in babies born to mothers who were exposed during pregnancy
- Manage symptoms in infants with congenital Zika Virus infection and continue to monitor child’s development

How is the CDC Monitoring Transmission in the United States?

- The CDC created a national surveillance system (ArboNET) to track Zika virus cases. The ArboNET data system reported 5,359 symptomatic Zika virus disease cases in the United States from 01/01/2015 through 06/28/2017
- The CDC has created two types of geographic areas of concern for the Zika Virus:
  1. (Red) - Zika active transmission areas
  2. (Yellow) - Zika cautionary areas
- The CDC issues travel updates and guidelines for travel outside the US. Pregnant women are discouraged to travel to Red areas of active transmission
- The CDC has issued guidance for travel, prevention, testing and preconception counseling for pregnant women at risk and for couples in areas of active Zika virus transmission in the continental United States and Hawaii
  - There is no specific medicine or treatment for Zika virus. The CDC focuses on prevention through education. Immunity is acquired after Zika infection. Rest, increased fluids, acetaminophen can be used to reduce fever and pain

Zika Virus Hits Home in South Florida

- On 8/1/16, CDC issued guidance for people traveling to certain areas of South Florida identified in Red and Yellow for active and cautionary Zika transmission
- The Wynwood neighborhood in Dade county was first identified in Red for active Zika transmission. It was later changed to Yellow after the mosquito incubation period had passed and no new transmission of the Zika virus was identified
- On 6/2/17, the CDC lifted the Yellow area designation for Miami-Dade County

For more information about Zika, visit [https://www.cdc.gov/zika/](https://www.cdc.gov/zika/)
Pharmacy Benefit Update for Medicaid Members:

Glucometers and Blood Glucose Testing Supplies Changes to Pharmacy Benefit and

TRUE METRIX® Brand, Effective June 5th 2017

Community Care Plan (CCP) is committed to the review and maintenance of services to ensure our members have the best products available to manage their health. Effective June 5, 2017, CCP offers the TRUE METRIX® brand as our preferred blood glucose testing supplies through our Pharmacy benefit, only for our Medicaid members. All Community Care Plan (CCP) Medicaid members in need of a glucometer or test strips should be transitioned to:

TRUE METRIX® Self-Monitoring Blood Glucose Test Strips

And one of the glucometers listed below:

TRUE METRIX® AIR with Bluetooth® Self-Monitoring Blood Glucose Meter

TRUE METRIX® Self-Monitoring Blood Glucose Meter

The changes to our Glucometer and Test Strip Program are being implemented as follows:

- All other blood glucose testing supplies will not be preferred and will be removed from the Community Care Plan (CCP) Medicaid coverage, effective June 5, 2017
- The TRUE METRIX® meters and test strips will be preferred and covered by CCP, effective June 5, 2017
- The TRUE METRIX® meters and test strips WILL be available through any in-network Pharmacy
- The TRUE METRIX® meters and test strips WILL NOT be available through DME

If your patients are currently using products that will no longer be preferred, you may proactively convert these patients to preferred alternatives, as appropriate; however, when your patient runs out of testing supplies, you can expect a call from a pharmacy for a request to make a change to TRUE METRIX® blood glucose testing supplies.

We appreciate the quality of care you provide our members, and recognize the unique aspects of individual cases. If, for medical reasons, a patient cannot be converted to the preferred alternative, please call 1-800-424-7897 to initiate a prior authorization request. You may also fax the prior authorization request to 1-800-424-7913.

For clinical information, product support, downloadable patient education materials, please refer to www.trividiahealth.com.

Please contact Community Care Plan (CCP) Provider Operations at 1-855-819-9506 if you have further questions regarding this communication.

Contact Us

For more information, please contact CCP Provider Relations: (855) 819-9506 or visit us on the web at http://www.ccppcares.org