

## MEDICARE PART D

# Quality Policy

Our quality policy helps make sure your eligible Part D prescription drugs are most appropriate for you. The quality policy includes three programs:

- **Utilization Management**
- **Quality Assurance (Drug Utilization Review)**
- **Medication Therapy Management (MTM)**

They focus on identifying potentially harmful side effects and drug combinations, helping you get the most benefit from the drugs you take and reducing costs, when appropriate.

We provide these programs at no additional cost to you or your providers.



## Utilization Management

Here are some of the things we do to help make sure covered drugs are cost-effective and appropriate for you:

- **Prior authorization.** This means you need an OK from us before we'll cover certain drugs.
- **Step therapy.** This means you must try a different drug first before we will cover the drug you are asking for.
- **Quantity limits.** This is a limit on the amount of a certain drug we'll cover at a time.





## Quality Assurance (Drug Utilization Review)

Your plan also includes the drug utilization review (DUR) program. In this program, we communicate with your pharmacy immediately when you might be taking drugs that could harm your health. We'll send a digital message to your pharmacy while your prescription is being filled. The DUR program helps ensure your prescriptions are appropriate, necessary, and not likely to cause negative medical outcomes.

We have three levels of drug interactions — or warning signs — that your local pharmacist may get about your drug:

<b>Severity Level 1</b>	<b>Contraindicated drug combination.</b> This drug combination isn't advisable.
<b>Severity Level 2</b>	<b>Severe interaction.</b> Action is required to reduce potentially severe risks.
<b>Severity Level 3</b>	<b>Moderate interaction.</b> Drug might cause unwanted side effects. Action is required to assess potential risk.

We communicate with your pharmacy about warning signs like:

- Over-use
- Under-use
- Appropriate use of generic products
- Harmful interactions between drugs and diseases
- Incorrect drug dosage or duration
- Drug allergy interactions
- Clinical abuse/misuse

The DUR program helps your pharmacy know if there's a concern with your drug before you receive it. We also regularly review claims data for any signs of inappropriate or unnecessary prescriptions after they've been dispensed.



## Medication Therapy Management (MTM)

We want to help make living with more than one health condition a little easier. Some members are eligible for the Medication Therapy Management program. In this program, we'll help you and your doctor make sure your medications are working as intended. You may be eligible for this program if:

### **1. You have three or more of the following:**

- Asthma
- Chronic heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- End-stage renal disease (ESRD)
- High cholesterol
- High blood pressure
- Osteoporosis

### **2. You take seven or more Part D prescriptions.**

### **3. You spent \$1,094 or more in the last three months on Part D drugs.**

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