

Quality Assurance Policy

Our Utilization Management and Quality Assurance Program is designed to help ensure safe and appropriate use of prescription drugs covered under Medicare Part D. This program focuses on reducing adverse drug events and drug interactions, optimizing medication utilization, and providing incentives to reduce costs when medically appropriate. BlueCross BlueShield of Tennessee offers this program at no additional cost to its members and their providers.

Utilization Management

Our Utilization Management Program incorporates utilization management tools to encourage appropriate and cost-effective use of Medicare Part D prescription drugs. These tools include, but are not limited to: prior authorization, clinical edits, quantity limits, and step therapy.

Medication Therapy Management Program

The Medication Therapy Management (MTM) Program is a service for members with multiple health conditions and who take multiple medications. The MTM program helps you and your doctor make sure that your medications are working to improve your health.

You may qualify for the MTM Program if:

1. You have 3 or more chronic health problems. These may include:
 - Arthritis
 - 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 7 or more chronic or maintenance medicines covered by Medicare Part D.
3. You spent \$1011 or more in the previous three months on Part D covered medications (annual cost threshold - \$4,044).

Quality Assurance

As a part of our Quality Assurance Program and to improve the quality of care surrounding prescription drugs, BlueCross BlueShield of Tennessee has created a Drug Utilization Review (DUR) program to make sure prescriptions are:

- Appropriate
- Necessary
- Not likely to cause negative medical outcomes

Our purpose is to promote patient safety by effectively communicating with pharmacies when prescriptions are filled to identify any drug interactions or warning signs. If there is a risk to your health, we will immediately communicate with the dispensing pharmacy.

Drug interactions or warning signs are classified into the following severity levels:

Severity Level 1: Contraindicated Drug Combination. This drug combination is contraindicated and generally should not be dispensed or administered to the patient.

Severity Level 2: Severe interaction. Action is required to reduce the risk of severe adverse interaction.

Severity Level 3: Moderate Interaction. Assess risk to patient and take action as needed.

Additionally, we also communicate with dispensing pharmacies when other alerts occur:

- Over-utilization
- Under-utilization
- Appropriate use of generic products
- Drug/disease contraindications
- Incorrect drug dosage or duration
- Drug allergy interactions
- Clinical abuse/misuse

This program helps ensure that a review of prescribed therapy is performed before each prescription is dispensed. These concurrent drug reviews are implemented as clinical edits at the point-of-sale or point-of-distribution.

In addition, retrospective drug utilization reviews identify inappropriate or medically unnecessary care. We perform ongoing, periodic review of claims data to evaluate prescribing patterns and drug utilization that may suggest potentially inappropriate use.

For additional information regarding your plan benefits, please contact:
BlueAdvantage (PPO)SM Member Service at **1-800-831-BLUE (2583)**, TTY: **711**

From **Oct. 1 to Feb. 14**, you can call us 7 days a week from 8 a.m. to 9 p.m. ET. From **Feb. 15 to Sept. 30**, you can call us Monday through Friday from 8 a.m. to 9 p.m. ET. If you call us outside these hours or on a holiday, our automated system will answer your call. You can leave us a message, and we will call you back the next business day.