



MEDICARE PART D

Quality Policy

Our quality policy helps make sure your eligible Part D prescription drugs are right for you. It includes four programs that focus on finding possible side effects or drug combinations that could cause you harm. This helps you get the most benefit from the drugs you take and may lower your costs. And we provide these programs at no extra cost to you.

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



Utilization Management

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

- › **Prior authorization.** This means you need an OK from us before we'll cover certain drugs.
- › **Step therapy.** This means you'll have to try a different drug before we'll help pay for the drug your doctor prescribed.
- › **Quantity limits.** This is a limit on how much of a certain drug we'll cover at a time.





Quality Assurance – Drug Utilization Review (DUR)

Your plan includes our DUR program. This means we'll let your pharmacy know right away when you might be taking drugs that could harm your health. We'll send a message to your pharmacy while your prescription is being filled. This helps make sure your prescriptions are needed, right for you and not likely to cause health problems.

We have three levels of drug interactions (or warnings) that your pharmacist may get about your drug:

| | |
|-------------------------|--|
| Severity Level 1 | Absolute Contraindication This drug combination isn't advisable. |
| Severity Level 2 | Potential Contraindication Action is required to reduce potentially severe risks. |
| Severity Level 3 | Precautionary Contraindication 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
- › Harmful interactions between drugs and diseases
- › Incorrect drug dosage or duration
- › Drug allergy interactions
- › Clinical abuse/misuse

This helps your pharmacy know if there's a concern with your drug before you get it. We also regularly review claims for signs of drugs that might not be the best option for you.



Medication Therapy Management (MTM)

The MTM program can help make living with more than one health condition a little easier. You'll review the drugs you're taking with a pharmacist to make sure they're working like they should. You may be eligible for this program if:

1. You have three or more of the following conditions:

- › Alzheimer's Disease
- › Bone Disease / Arthritis (Osteoporosis, Osteoarthritis, and Rheumatoid Arthritis)
- › Chronic heart failure (CHF)
- › Diabetes
- › End-stage renal disease (ESRD)
- › High cholesterol
- › HIV / AIDS
- › Hypertension
- › Mental Health (Depression, Schizophrenia, Bipolar Disorder, and other chronic and disabling mental health conditions)
- › Respiratory Disease (Asthma, Chronic Obstructive Pulmonary Disease (COPD), and other chronic lung disorders)

2. You take eight or more Part D drugs.

3. You spent \$405.75 or more in the last three months on Part D drugs.

If you're in the drug management program, you'll automatically be enrolled in Medication Therapy Management.



Opioid Safety Review

We want to help make sure you can safely manage pain and get the treatment you need.

- › If you're taking opioids and you haven't taken them in the last 108 days, you may be limited to a 7-day supply.
- › We'll also check to make sure your opioid dose is within a safe limit.
 - We'll look at all opioids you're taking, even if they're from multiple prescribers.
 - You may need to ask us first to cover high-dose opioids.
- › We also have other safety checks in place if you take opioids and benzodiazepines at the same time.
- › We may also send you a letter with information about other ways to treat your pain.

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Questions? Please call us.
1-800-332-5762, TTY 711

From **Oct. 1 to March 31**, you can call us seven days a week from 8 a.m. to 9 p.m. ET. From **April 1 to Sept. 30**, you can call us Monday through Friday from 8 a.m. to 9 p.m. ET.



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