

Medicare Part D Quality Policy



Our Quality Policy includes a few different programs that we use to help ensure your prescription drugs, covered by Medicare Part D, are most appropriate for you. These include Utilization Management, Quality Assurance and Medication Therapy Management Program (MTM).

These quality programs help us focus on reducing adverse drug events and drug interactions, optimizing medication utilization, and reducing costs when medically OK to do so. BlueCross BlueShield of Tennessee provides these quality programs at no additional cost to you or your providers.

Utilization Management

Here are some of the things we do to ensure drugs covered on our formulary are appropriate and cost effective:

- Prior authorization means you need an OK from us before we will cover the drug.
- Step therapy means you start by trying a different drug first before we will agree to cover the drug you are asking for.
- Quantity limits limit the amount of drug we cover.

Quality Assurance

As a part of our Quality Assurance Program, our Drug Utilization Review (DUR) program helps to improve the quality of care surrounding your Medicare Part D prescription drugs by effectively communicating with your pharmacy when drug interactions or warning signs are discovered. If there is a risk to your health, we will immediately connect with your pharmacy through messaging that happens in our system on your pharmacy's computer while your prescription is being filled. Our goal is to help make sure that your prescriptions are appropriate, necessary and not likely to cause negative medical outcomes.

We have 3 levels of Drug interactions or warning signs that your local pharmacist may get about your drug:

Severity Level 1: Contraindicated Drug Combination. This drug combination isn't advisable. So it's not a good idea to dispense it.

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.

Other warning signs we communicate with your pharmacist on are:

- 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 your local pharmacist know if there's a concern with your drug before you receive it. In addition, we perform periodic reviews of claims data for any signs of inappropriate or unnecessary prescriptions after they have been dispensed.

Medication Therapy Management Program (MTM)

We want to help make living with more than one health issue a little easier. Some members are eligible for our Medication Therapy Management Program. In this program, we'll help you and your doctor make sure your medications are working for you. 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 prescriptions.
3. You spent \$1063.75 or more in the last three months on Part D drugs.



Questions? Give us a call at **1-800-332-5762** (TTY: **711**). We're here to walk you through the details.



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From **Oct. 1 to Mar. 31**, you can call us 7 days a week from 8 a.m. to 9 p.m. ET. From **Apr. 1 to Sep. 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.

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ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-332-5762 (TTY: 711).