

Medication Therapy Management (MTM) Program

As an Astiva Health member, you may be eligible for our Medication Therapy Management (MTM) Program at no additional cost to you. This program is not a plan benefit, but an additional free program meant to help members manage their health. The MTM program is designed to assist members who may benefit from additional support with their Part D medications for documented chronic illnesses or considered an At-Risk Beneficiary (ARB).

How do I qualify?

Enrollment in this program is automatic; there is no need to apply. To qualify for the MTM program, you must meet the following three criteria and/or be considered an At-Risk Beneficiary (ARB) who is determined to be at-risk for misuse or abuse of frequently abused drugs under our plan's Drug Management Program (DMP).

1. Member must have at least 3 or more of the following conditions or diseases: Alzheimer's Disease, Bone Disease-Arthritis-Osteoporosis, Chronic Congestive heart Failure (CHF), Diabetes, Dyslipidemia, End-Stage Renal Disease (ESRD), HIV/AIDS, Hypertension, Mental Health, Respiratory Disease; AND
2. Member must take at least 8 covered Part D medications (chronic/maintenance drugs apply); AND
3. Member is likely to have an annual cost threshold of \$1,623 or more for covered Part D drugs.

What happens next?

If you qualify for our MTM program, you will receive a letter with additional details. You will also become eligible to receive a comprehensive medication review (CMR) with one of our nurses or pharmacists. In addition, your drug information will also be analyzed for potential drug-drug interactions, side effects, and gaps in care.

Why did I receive a phone call?

We are calling you to schedule or complete your comprehensive medication review. A Comprehensive Medication Review (CMR) is an opportunity to discuss all your current medications, including over-the-counter medications and dietary and herbal supplements, with a nurse or a pharmacist. During your review, you will have the opportunity to ask questions and after your review, you will receive a printed medication list to keep for your records. You will also receive information on how to safely dispose of your unused prescription medications.

Please call us back at 1-844-277-6422 (TTY users should call 711) Monday through Friday, 8:00 am to 9:00 pm EST and Saturday 10:00 am to 3pm EST to schedule or complete your CMR.

OR

Call our Member Services Department toll free at 1-866-688-9021 (TTY users should call 711), 8:00AM to 8:00PM PST, seven days a week from October 1st- March 31st. 8:00AM-8:00PM PST, Monday-Friday between April 1st- September 30th, except major holidays.

Am I obligated to participate?

Although we encourage members to take advantage of our valuable program, you do have the option to opt out of the program. If you do not want to take part in the program or if you have questions, please call our Medication Therapy Management department at 1-844-277-6422 (TTY users should call 711) Monday through Friday, 8:00 am to 9:00 pm EST and Saturday 10:00 am to 3pm EST.

OR

Call our Member Services Department toll free at 1-866-688-9021 (TTY users should call 711), 8:00AM to 8:00PM PST, seven days a week from October 1st- March 31st. 8:00AM-8:00PM PST, Monday-Friday between April 1st- September 30th, except major holidays.