

MedicareBlueRx's Dedication to Quality Service

MedicareBlueRx strives to provide the highest quality pharmaceutical services to Medicare Part D enrollees in all facets of its business. All pharmacies in MedicareBlueRx's network are required to abide by the standards of practice of the communities in which the pharmacies provide prescription drug services. MedicareBlueRx assists its network pharmacies through an automated pharmaceutical claims processing system, designed to assist in improving medication use and to aid in reducing risk of adverse drug events, including:

- Drug therapy risks due to therapeutic duplication
- Age or gender contraindications to medications
- Over-utilization and under-utilization of prescription drugs
- Drug-drug interactions
- Dose/duration drug therapy
- Clinical abuse/misuse

MedicareBlueRx's Medication Therapy Management Program (MTMP)

MedicareBlueRx's Medication Therapy Management Program (MTMP) is designed to optimize therapeutic outcomes for targeted beneficiaries.

MedicareBlueRx utilizes pharmacy network providers along with directly providing consultative services to achieve the following goals:

- Enhance member understanding through education counseling that promotes the appropriate use of medications and reduces the risk of potentially adverse events associated with the use of medications
- Increase member adherence to prescription medication regimens
- Attempt to reduce the risks of potential adverse drug events and to address patterns of over-use and under-use of prescription drugs
- Members will qualify for MTMP by meeting all of the following criteria:
- Multiple chronic diseases: Must have three out of eight chronic diseases
- Multiple Part D drugs: Must have six or more distinct prescriptions to treat chronic conditions
- Drug spend threshold: Must have greater than \$4,000/year in Part D drug spend (projected by annualizing drug costs incurred over time using a minimum of 3 months of drug utilization data, or total cumulative drug cost of at least \$4,000 within the calendar year)

Utilization Management (UM) Program

Through its Utilization Management (UM) program, MedicareBlueRx strives to encourage proper drug utilization to enhance member outcomes and safety, and to appropriately reduce drug benefit costs. The objectives of MedicareBlueRx's UM program are to coordinate, monitor and improve UM pharmaceutical services by:

- Ensuring that members have appropriate access to the pharmaceutical products prescribed by their practitioners and included in the member's pharmaceutical benefit
- Monitoring UM operations to ensure that UM activities meet the needs of MedicareBlueRx's clients
- Defining appropriate measurement standards for UM activities
- Maintaining member, practitioner and client confidentiality in accordance with state and federal law (i.e., HIPAA regulations)
- Ensuring actively practicing pharmacists, practitioners and behavioral health practitioners validate and approve UM products and services.

Drug Utilization Management consists of four components

Prior Authorization: Prior authorization may be required for certain drugs, as determined by the plan formulary. Please refer to your plan's formulary guide to determine if your drug requires prior authorization.

Quantity Limits: Quantity limits are applied to certain drugs based on the approved dosing limits established by the FDA. Quantity limits are applied to the number of days' supply or units dispensed for each prescription. Please refer to your plan's formulary guide to determine if your drug is subject to a quantity limit.

Step Therapy: Step therapy requires the previous use of one or more drugs before coverage of a different drug is provided. Please refer to your plan's formulary guide to determine if your drug is subject to step therapy.

Formulary Exception: An exception process is available for an enrollee to obtain a drug at a more favorable cost-sharing level or that is not on the plan's formulary. Please see the formulary exception section of the web site for further information on requesting a formulary exception.