

## **Frequently Asked Questions – HSCSN Enrollees**

### **1. What is Medication Therapy Management?**

- Medication Therapy Management (MTM) is a service provided by Clinical Pharmacists, our licensed medication experts at Clinical Pharmacy Associates, Inc (CPA) to assist enrollees in using medications properly and safely. This service is supported by HSCSN and done along with the rest of your health care team. As a part of the medication therapy management process, you will be assigned to a clinical pharmacist from our team of experts. The clinical pharmacist assigned to you will review your complete medication list and potential problems associated with your medications. MTM targets eight key medication related problems such as untreated indications (health conditions without therapy); improper medication selection; sub-therapeutic dosage; overdose; adverse drug reactions; drug interactions; failure to receive or properly take medications and monitor your medications. In-depth, medication-related education, consultation, and advice is provided to the enrollee and if appropriate, their family and/or caregivers.

### **2. Does meeting with the clinical pharmacist mean that they will recommending me take more medications?**

- No, this service is not meant specifically for adding more medications to an enrollee's existing medication list. It is possible a change to prescription medications may be recommended and if this occurs the enrollees' physician will also be involved. This service is meant to check if your current medications are accurate, and our licensed clinical pharmacist will work with you on any medication questions or concerns the enrollee may have as well as the eight potential drug related problems as mentioned in the FAQ 1.

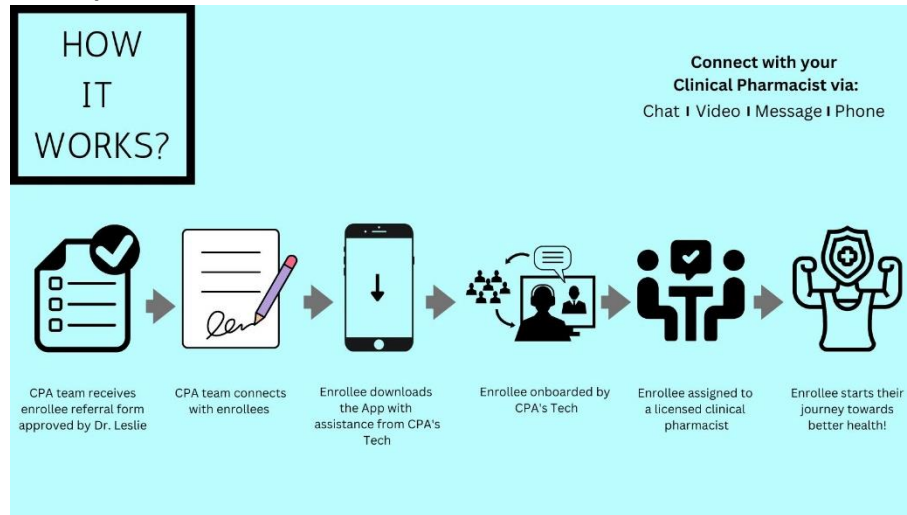
### **3. Is there a fee for HSCSN enrollees to get an MTM consultation?**

- Enrollees referred by HSCSN to CPA for MTM services do not incur any charge, this service is covered by HSCSN.

### **4. Who will I be meeting with if referred for this service?**

- All enrollees referred by HSCSN to CPA for MTM services will meet by phone or virtually with a licensed clinical pharmacist. Clinical Pharmacists are medication experts and play a critical role in helping people get the best results from their medications. Our team ensure medicines and doses are correct, prevent harmful drug interactions, and counsel patients on the safe and appropriate use of their medications.

## 5. How does this process work?



## 6. Who is a Clinical Pharmacist at CPA assisting HSCSN in MTM for the care of Enrollees?

- CPA is a specialized health care service firm based in the Washington metropolitan area specializing in clinical pharmacy practice, pharmacy management, drug information, professional and patient education as well as telehealth. Originally founded in 1986, it has collaborated with patients, health care professionals, hospitals/health care systems, private and public health plans, and academic institutions for over 35 years.
- Clinical pharmacists work directly with physicians, other health professionals, and patients to ensure that the medications prescribed for patients contribute to the best possible health outcomes. Clinical pharmacists practice in health care settings where they have frequent and regular interactions with physicians and other health professionals, contributing to better coordination of care.
- Clinical pharmacists are educated and trained in many direct pediatric and adult patient care environments, including medical centers, emergency departments, hospitals, pharmacies, nursing homes, home care, behavioral health facilities, specialty pharmacies, clinics, and a variety of other health care, public health, educational, and innovative settings. Clinical pharmacists are frequently granted patient care privileges by collaborating with physicians and/or health systems that allow them to perform a full range of medication decision-making functions as part of the patient's health care team. These privileges are granted based on the clinical pharmacist's demonstrated knowledge of medication therapy and record of clinical experience. This specialized knowledge and clinical experience is usually gained through academic experience, residency, and work training, as well as specialist board certification.

### 1. How often will I be meeting with a Clinical Pharmacist?

- The frequency of appointments will depend on various criteria such as, number of medications, conditions, and age. Your appointments will be confirmed upon your first appointment with the clinical pharmacist. You can think of the clinical pharmacist as a "medication coach" who will guide and advise in choosing the best medication care for you.

**7. How do I sign up for this service?**

- Once we have received your referral from HSCSN, our administrative staff or Medication history Technician will reach out to schedule an onboarding call.

**8. I am currently enrolled in the MTM service, and use our secure telehealth App but my app is not working, what should I do?**

- If you are having technical issues on the app, you can send a message, you can send a message to “Technical Support” on the chat bubble on the app.

**9. I would like to stop temporarily or permanently my MTM service, and use the App. How can I do this?**

- On the app there is a “deactivate” button under the “Profile settings” section, you can click on this button to deactivate the app. If you have been consulting with a clinical pharmacist, please call CPA at (800) 745-0434 to cancel the service.
- You can also send us an email at [info@clinpharm.com](mailto:info@clinpharm.com) stating your name and the reason, and date for the cancellation of your service.