Effective August 12, 2015

As a Medicare Part D sponsor, you are required by the Centers for Medicare and Medicaid Services (CMS) to have a Medication Therapy Management (MTM) program for eligible members. MTM is a clinical program aimed at improving the quality and safety of patient care by helping ensure appropriate use of medications and helping reduce the risk of adverse events, including drug interactions. OptumRx, UnitedHealthcare’s pharmacy benefit manager, is responsible for identifying UnitedHealthcare Part D member eligibility criteria and implementing the MTM program on behalf of UnitedHealthcare. As a pharmacist, you may be required to provide a comprehensive medication review (CMR) to Part D members eligible for MTM. The purpose of the CMR is to help ensure the member takes medications appropriately and to reduce any potential risk of drug interactions.

UnitedHealthcare Part D members are automatically enrolled for MTM and notified of their eligibility. Members may choose to opt out.

OptumRx sends the UnitedHealthcare MTM eligibility list to our vendor, OutcomesMTM, who uploads the list to the OutcomesMTM Connect™ Platform. If you are part of the OutcomesMTM retail pharmacy network, you are required to complete web-based system training on the Connect Platform before conducting CMRs for eligible UnitedHealthcare MTM members. If you have not completed the training, please complete it on the Outcomes Connect Platform. Once you complete training, you may use the OutcomesMTM Connect™ Platform when members pick up a prescription and still need a CMR. You will cross-reference the OutcomesMTM Connect system to see if a member at the pharmacy is eligible for MTM and still needs a CMR.

For more information about OutcomesMTM or its Connect Platform, call 877-237-0050 or visit outcomesmtm.com.

To reduce processing errors, please confirm the information on the member’s ID card before submitting claims.

If you have questions, please call the OptumRx Help Desk any time.

OptumRx Help Desk phone numbers

- AARP® MedicareComplete® and UnitedHealthcare MedicareComplete Plans: 877-889-6510
- UnitedHealthcare Medicare/Medicaid Plans: 877-305-8952
- AARP® MedicareRx, United MedicareRx, UnitedHealthcare MedicareRx Plans: 877-889-6481

Please distribute immediately.