

The North Dakota Pharmacists Association (NDPhA)



- As the professional society representing pharmacists in the state the objectives of the NDPhA are to act as the leader:
 - in advocating the role of the pharmacist as an essential provider of healthcare
 - to support pharmacists in providing optimal pharmaceutical care;
 - to encourage and assist pharmacists to use profitable methods to add value to their pharmacy knowledge base;
 - and by working to improve pharmacists' services and delivery of products needed by health care consumers.

The North Dakota Pharmacy Service Corporation (NDPSC)

- Subsidiary of the of the NDPhA
- The purpose of the NDPSC is to form a network of pharmacies that can provide services to entities throughout North Dakota and beyond
- Focus of programs is on wellness and prevention
 - Telepharmacy
 - Promote Pharmacy Quality Commitment Program
 - Medication Therapy Management (MTM) and Disease State Management (DSM)
 - Member of the Dakota Diabetes Coalition, ND Rexall Club, and ND Institute of Pharmaceutical Care
 - About the Patient MTM/DSM program



About the Patient MTM and DSM Program

- Program launched in July 2008
- Network of over 200 certified pharmacists at over 80 locations throughout North Dakota
- Currently providing a customizable diabetes management program to over 300 state employees
- Positive outcomes already shown in improving patient health
- Additional programs available that can be tailored to our clients needs
- Website offering a wide variety of valuable health and medication information, www.aboutthepatient.net
- Clinical Coordinator provides program oversight and administration to ensure an effective, consistent program
- Central data management software used by all network providers for data collection and claim submission



Health Care Costs in the United States

- \$2.1 trillion in 2006 and increasing
- Prescription drug costs of \$217 billion in 2006
 - Even more was spent on treating problems caused by medication misuse
 - Non-adherence to medications costs \$75.6 billion annually
- Costs associated with chronic conditions are increasing
 - Diabetes, asthma, cardiovascular disease, and high blood pressure are the most prevalent
 - **THESE ARE PREVENTABLE COSTS!!!**



About the Patient Diabetes Program Impact

- Preliminary 6 month data analysis
- Primary indicator (hemoglobin A1C) – 47% of patients initially not at goal
 - 34% of those are now already at goal
- Improvements also seen in % of patients meeting goals for cholesterol & blood pressure
- Over 1 cost *savings* measure per patient

Results from other programs

- Annual savings from pharmacist led programs
 - \$725 direct costs and \$1,230 indirect costs per patient for asthma management
 - \$918 to \$1,872 per patient in various diabetes management programs
 - \$1,600+ per patient for anticoagulation services
- ROI from various programs has ranged from 2:1 to 12:1 depending on costs included
- One program resolved 5,780 drug therapy problems in 2,542 patients
- Another program increased diabetic patients meeting goal from 42% to 57%
- Cholesterol program increased those at goal from 33% to 69%
- Blood pressure program increased patients at goal from 30% to 81%
- Asthma program decreased missed workdays from 10.8/year to 2.8/year and ER visits from 9.9% to 1.3%

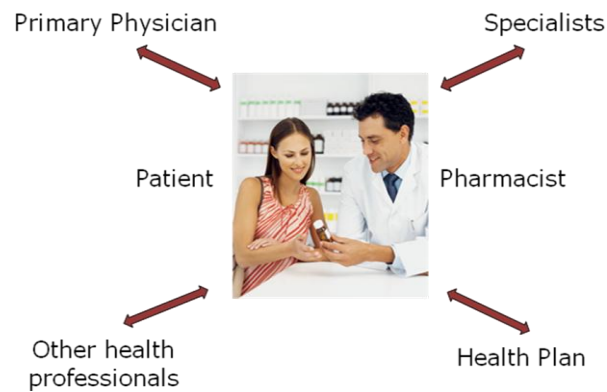


Pharmacists are in a unique position to provide quality MTM/DSM programs

- Accessibility – one of the most accessible health care professions
- Knowledgeable - trained to provide MTM services
- Trusted – always near the top of most trusted professionals in Gallup poll
- Proven – numerous studies showing positive health and financial outcomes for pharmacist led programs

Pharmacists at the hub of health care collaboration

- “Medication Home” – pharmacists are often reconciling medications from multiple prescribers



Program design is based on best-practices and Medicare Part D MTM requirements

- Opt-out enrollment – has higher success rates than opt-in programs
- At least quarterly communications with target beneficiaries
- Target beneficiaries with multiple chronic conditions (2+) on multiple medications (2+) with annual drug costs of \$3000+
- Contains an interactive component in addition to passive methods
 - Either face-to-face (preferred) or via other methods
- Continued monitoring and follow-up
- Annual comprehensive medication review for all beneficiaries

Outcomes Measurements

- Drug utilization
- Beneficiary Health
- Financial Impact
- Customer Satisfaction



MTM Program Core Elements

- Medication Therapy Review – the heart of the process
- Education - of patient on wellness issues specific to their health
- Intervention/Referral – to other health care professionals if needed
- Action Plan – developed with the patient to empower them to self-manage their health
- Personal Medication Record – reconciled list of all current medications
- Documentation and follow-up – reports are shared with the patient and their primary physician to provide continuity of care

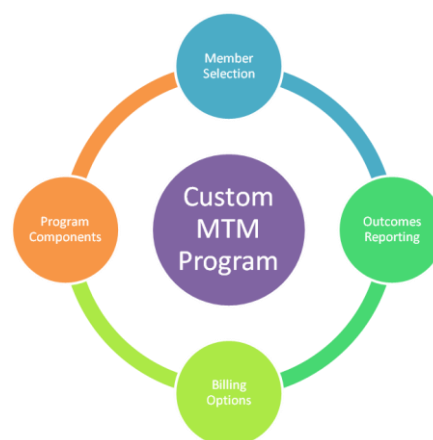


About the Patient MTM/DSM Programs

- Meet or exceed CMS guidelines
- Certified providers
- Broad access to providers
- Central Administration, software, documentation, billing, and outcomes reporting
- Auditable and transparent
- Goal is to empower patient to self-manage and improve their health

Custom Design

- Member selection
 - Screening of claims
 - Medication Therapy Review for all members
 - Opt-in vs. Opt-out
- Program components
 - Number/length of visits
 - Interval between visits
 - Length of program
- Location of visits
 - At provider, on-site, telephone, other
- Member incentives
 - Can increase participation and involvement
 - Performance or attendance based
 - “Wellness” credit
 - Prescription co-pay reimbursement
- Outcomes reporting
 - Frequency of reports and data contained
 - Surveys
 - Clinical data
 - Interventions made
- Billing
 - Centralized, monthly billing utilizing CPT codes
 - One bill, one payment for all services
- Reimbursement Options
 - Flat fee per visit or per member per year
 - Variable based on complexity



Why implement MTM into your health benefits?

- MTM has been shown to improve patient health and have a positive return on investment for sponsors
- Preventing chronic complications saves health care expenses
- Wellness programs are viewed by members as a valuable benefit

Why use the About the Patient programs?

- Our programs are customizable to meet your needs
- We have access to a dedicated network of pharmacist providers
- Many options are available
- Central program administration removes much administrative burden from the plan sponsor
- We have experience and have evidence supporting the positive impact of our program
- Our “neutral” providers consider all aspects in health care decisions
- Our programs are fully transparent and auditable
- OUR FOCUS IS ABOUT THE PATIENT



Empowering patient to self-manage and improve their health while controlling health care costs.