

## **Integrated Community Pharmacy Medication Use Support Services**

**Description of Services:** Medication Use Support Services are enhanced services provided by community-based outpatient pharmacy providers who elect to provide such services that are delivered in coordination with care management, patient-centered medical home, or other programs and models of whole-person care delivery, typically for patients with multiple complex or co-morbid conditions.

**Eligible Pharmacies:** Pharmacies that are contracted with the managed care plan (MCO) or the State as an outpatient pharmacy provider (dispensing pharmacy) and who elect to provide Medication Use Support Services may contract with the MCO for the provision of those services. Pharmacies who are contracted to be an outpatient pharmacy provider (dispensing pharmacy) are not required to provide medication use support services, but may elect to contract with the MCO to provide those services at the next available opportunity to contract as determined by the MCO.

### **Service Requirements:**

- An initial face-to-face assessment that includes a review of health concerns, patient goals, use of over the counter and prescribed medications, drug therapy problems and laboratory results (when available) for any service performed all or in part by a pharmacist, or pharmacy personnel supervised by a pharmacist located at the pharmacy that dispenses the medications to the enrollee
- A monthly assessment for changes in health concerns, patient goals, drug therapy problems, medication list, laboratory findings (when available) and social determinants of health
- An offer to the enrollee for medication synchronization that includes attempting to fill all non “as needed” medications on a regular and consistent interval of time every month (or other appropriate interval of time)
- An offer to the enrollee for medication packaging meant to improve adherence or provide assistance to the enrollee in keeping a medication taking schedule
- An offer to the enrollee for hand delivery by pharmacy personnel with an assessment of social determinants of health at each delivery

### **Eligible Enrollees:**

- Enrollees with diagnosed Severe Mental Illness as determined by claims or a qualified provider conveying a diagnosis to the pharmacy

- Enrollees with diagnosed Developmental Disability as determined by claims or a qualified provider conveying a diagnosis to the pharmacy
- Enrollees with diagnosed Substance Abuse Disorder as determined by claims or a qualified provider conveying a diagnosis to the pharmacy
- Enrollees deemed “at risk” by the Louisiana Medicaid Program
- Referral for Services from Care Management or Advanced Medical Home Provider

**MCO Requirements:**

- MCO shall contract with pharmacies who provide medication use support services that are coordinated with care management services for Eligible Enrollees.
- MCO shall file an annual report with Louisiana Medicaid on their community pharmacy enhanced services pharmacy network and the provision of integrated community pharmacy medication use support services to include:
  - A description of the medication use support services contracted
  - A listing of participating pharmacies
  - The number of enrollees receiving services
  - The percentage of patients deemed “at risk” by Louisiana Medicaid receiving services
  - The total number of encounters
  - The total amount of payments remitted to participating pharmacies
  - The average payment to participating pharmacies per encounter or interval of time, inclusive of shared savings, bonuses or other means of remuneration
  - The number and types of drug therapy problems discovered
  - The method of integration with care management with respect to data sharing and care processes
  - Any methods of integration with advanced medical home with respect to data sharing and care processes
  - Description of any provision of medication use supports related to opioid us

**Enhanced Services Network Contracting:**

- MCO shall contract with pharmacies or networks of pharmacies that participate in outpatient pharmacy dispensing
- MCO may use fee-for-service, per member per month, quality payment, shared savings or other alternative payment models to remunerate participating pharmacies separate and apart from product reimbursement outlined under outpatient pharmacy program(s) contracting.

- MCO shall incorporate medication use supports into their care management offerings so that care planning and medication use information as well as social determinants of care are in data sharing between participating pharmacies and care managers
- MCO are encouraged to facilitate care planning, follow-up and monitoring information on medication use between pharmacies and advanced medical homes.
- MCO shall have opioid support services as a covered service for enrollees at risk for opioid overuse or misuse as defined by the Department.