



2021 Medication Therapy Management Program Information

UCare Medicare Plans

UCare Medicare Advocate

UCare Medicare Group Plans

UCare Medicare Plans with M Health Fairview and North Memorial

What is the Medication Therapy Management Program?

The Medication Therapy Management (MTM) Program is a service for members with chronic health conditions who take multiple medicines. The program is designed to help you get the most out of your medications. You will meet one-on-one with a specially trained pharmacist who will review all of your prescriptions and over-the-counter medications to make sure they are safe, effective, and convenient to use.

Medication Therapy Management services are available at no additional cost to you. You may choose not to participate in the program, but we recommend that you take advantage of this opportunity.

Why is an MTM visit with a pharmacist important?

Pharmacists are medicine experts who understand how all of the different drugs and supplements work together. Multiple doctors may prescribe medications without knowing all of the prescription drugs or over-the-counter medications that you take. Your pharmacist will review everything to help you feel confident you are using all your medications safely and effectively. They will also answer many types of questions including:

- Why am I taking these medicines?
- Are they still indicated for my condition(s)?
- Are there any drug-interactions that I should know about?
- What time of day should I take my medicines?
- Are my medicines working?
- Am I experiencing side effects?
- My prescriptions are expensive, are there ways I can save money?

Who is eligible for the Medication Therapy Management Program?

All Medicare members with Part D benefits are eligible to receive MTM services.

You may be contacted if:

1. You have three or more chronic health problems, including:
 - Chronic Heart Failure (CHF)
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Diabetes (DM)
 - Dyslipidemia (High Cholesterol)
 - Rheumatoid Arthritis (RA)
2. You take eight or more chronic medicines covered by Medicare Part D. You are likely to use more than \$4,376 worth of Part D-covered drugs in a year.

How does this work?

You may receive a welcome letter introducing you to the program with information on how to schedule an appointment. Pharmacists are available to provide MTM services at UCare and within some doctor's offices or community pharmacies. You may also receive direct or automated calls to provide you more information about MTM services. If you do not receive outreach but are interested in participating, you can call to learn more or schedule an appointment using the numbers provided below. Services provided include:

Annual comprehensive medication review

- This review is provided as a person-to-person visit with a pharmacist which can be conducted face-to-face or on the phone. During this visit you'll discuss all of your medication. Your pharmacist will review to ensure there are no drug interactions, and that medications are indicated, safe and effective. The visit is typically provided by appointment.
- After you complete the full medication review, you will be given a summary that includes a cover letter, medication action plan and personal medication list which will be provided in-person or by mail.
- If any medication related concerns are discussed, your pharmacist will work directly with your provider to address them.

Ongoing targeted medication reviews

- Your pharmacist may recommend medication check-in's as appropriate. These can be completed over the phone.

How can I learn more about the Medication Therapy Management Program?

For more information about the program, or to see if you qualify, call Customer Service at the phone number listed below. We are available to take your calls 8 am – 8 pm, seven days a week.

UCare Medicare Plans
612-676-3600 or 1-877-523-1515 toll free

UCare Medicare Advocate
612-676-6772 or 1-855-931-4854 toll free

UCare Medicare Groups
612-6767-6840 or 1-877-447-4385 toll free

UCare Medicare Plans with
M Health Fairview & North Memorial
612-676-6520 or 1-888-618-2595 toll free

TTY/Hearing Impaired
612-676-6810 or 1-800-688-2534 toll free

Notice of Nondiscrimination

UCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UCare does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

We provide aids and services at no charge to people with disabilities to communicate effectively with us, such as TTY line, or written information in other formats, such as large print.

If you need these services, contact us at **612-676-3200 (voice)** or toll free at **1-800-203-7225 (voice)**, **612-676-6810 (TTY)**, or **1-800-688-2534 (TTY)**.

We provide language services at no charge to people whose primary language is not English, such as qualified interpreters or information written in other languages.

If you need these services, contact us at the **number on the back of your membership card** or **612-676-3200** or toll free at **1-800-203-7225 (voice)**; **612-676-6810** or toll free at **1-800-688-2534 (TTY)**.

If you believe that UCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file an oral or written grievance.

Oral grievance

If you are a current UCare member, please call the number on the back of your membership card. Otherwise please call **612-676-3200** or toll free at **1-800-203-7225 (voice)**; **612-676-6810** or toll free at **1-800-688-2534 (TTY)**. You can also use these numbers if you need assistance filing a grievance.

Written grievance

Mailing Address

UCare

Attn: Appeals and Grievances

PO Box 52

Minneapolis, MN 55440-0052

Email: cag@ucare.org

Fax: 612-884-2021

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-676-6500/1-866-457-7144 (телетайп: 612-676-6810/1-800-688-2534).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

ማስታወሻ: የሚናገሩት ቋንቋ ኢማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 612-676-6500/1-866-457-7144 (መስማት ለተሳናቸው: 612-676-6810/1-800-688-2534).

ဟံသုဂ်ဟံသး-နမုဂ်ကတိ ကညိ ကျိအသိ, နမနုဂ် ကျိအတိမစာလော တလက်ဘုဂ်လက်စူ နိတမံဘဂ်သုဂ်လိ။
ဂိ: 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាអង់គ្លេស, រសវាជំនួយវេជ្ជកម្មភាសា ដោយមិនគិតល្អល គឺអាចមានសរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534)។

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 612-676-6500/1-866-457-7144 (رقم هاتف الصم والبكم: 612-676-6810/1-800-688-2534).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 612-676-6500/1-866-457-7144 (ATS : 612-676-6810/1-800-688-2534).

주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).