



2019 Medication Therapy Management Program Information

What is the Medication Therapy Management Program?

The Medication Therapy Management Program is a service for members with multiple health conditions who take multiple medicines. This program can help you and your doctor feel confident that your medicines are working effectively to improve your health.

To qualify for the Medication Therapy Management Program, you must be eligible (see information below). If you qualify, we'll automatically enroll you into the program, which we provide 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.

We offer the Medication Therapy Management Program through our partnership with Outcomes MTM™.

Who is eligible for the Medication Therapy Management Program?

You may qualify if:

1. You have three or more chronic health problems, which may include:
 - Asthma
 - Chronic Heart Failure (CHF)
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Diabetes
 - High Blood Pressure
 - Osteoporosis
 - Increased Cholesterol/Lipids
2. You take eight or more daily medicines covered by Medicare Part D.
3. You are likely to use more than \$4,044 worth of Part D-covered drugs in a year.

How does the Medication Therapy Management Program help me?

If you qualify for the program, your local community and consultant pharmacists who are part of the Outcomes MTM™ network receive notification that you are eligible for MTM services. These pharmacists also receive alerts for drug therapy issues or gaps in therapy. Pharmacists will take steps to resolve these issues by making recommendations to your physician to help you receive the most benefit from your medications. Pharmacists may also offer to complete a comprehensive medication review of your medicines including:

- Addressing any questions or concerns you may have about your prescription or over-the-counter medicines, such as drug safety or cost
- Reviewing how and when to take your medicines
- Explaining how you can get the most benefit from your medicines

What will I receive?

If you qualify for the Medication Therapy Management Program, you will receive:

- A welcome letter introducing you to the program with information on how to schedule an appointment with a pharmacist. You may also receive direct or automated calls from pharmacists to provide you more information about MTM services.
- Comprehensive medication review (each year you're enrolled in the program)
 - This review is provided as a person-to-person visit with a pharmacist which is typically conducted face-to-face but may also be done by phone. During this visit you'll discuss any issues with your medication. The visit takes 20–30 minutes and 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 that will be provided to you by the pharmacist or by mail. [View or print a sample medication action plan.](#)
- Ongoing targeted medication reviews
 - At least once every three months, we'll review your medicines and contact you and your doctor if changes are advised.
 - You may receive a consultation at the pharmacy or a phone call regarding this review.

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

For information about the program, or to see if you qualify, call Customer Services at 612-676-6520 or 1-888-618-2595 toll free. TTY users call 612-676-6810 or 1-800-688-2534 toll free. We are available to take your calls 24 hours a day, seven days a week.

UCare Health, Inc. is an HMO-POS plan with a Medicare contract. Enrollment in UCare Health depends on contract renewal.

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

ဟံသုဂ်ဟံသု: -နမ့်ကတိံ ကညိံ ကျိာအယိံ, နမန့် ကျိာအတိာမဇာလါ တလက်ဘုဂ်လက်စု နိတမံဘဂ်သုန့ဂ်လိ။ ဝိ: 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).