Medication Therapy Management (MTM) Program

What is the Comprehensive Medication Review?

09/05/2013

A pharmacist reviews all your medication use. This review includes the following types of medications:

- Prescription drugs
- Over-the counter drugs
- Herbal treatments
- Dietary supplements
- Vitamins

Medicare calls this review a Comprehensive Medication Review or CMR.

This CMR contains a personal medication list and a medication action plan. Medicare designed the form to be easily read. You can also share the CMR with your doctor at your next visit.

The pharmacist checks our records for your Part D drug use before calling you. The pharmacist starts a medication list just for you.

Then, the pharmacist will phone you for a discussion of your medication use and concerns. The pharmacist can also do this face-to-face. You should tell us about any other medications to include in the review. You should tell us about any medication-related problems you had in the past. You should ask any questions about your medications.

The discussion of your medications with the pharmacist usually takes a half hour of your time. That is why Trillium Community Health Plan likes to make an appointment.
When we have a complete profile of your medication use, the pharmacist can assess your drug therapy. When we review your drug therapy, the pharmacist is looking for the following issues:

- Difficulties in taking the medications
- Conflicts between drugs
- Potential for side effects
- Allergies
- How you regularly fill your medications

After the medication use discussion, the pharmacist will complete the Comprehensive Medication Review with any new information. The pharmacist may adjust the medication list. The pharmacist will also note on the medication action plan anything that you have agreed to do regarding your medications. In a few days, the pharmacist will mail you a written copy of the CMR.

You should keep the CMR that we send you. You should update the action plan when you complete a task. You may want to write down new medications or changes to your therapy. You can also share the CMR with your doctor or other prescriber at your next visit.

If you have any questions, call our Member Care Services at 1-800-910-3906. TTY users call 1-866-279-9750.

Trillium Member Services is available to answer your call directly during the following times: October 1st through February 14th from 8 a.m. to 8 p.m., Monday through Sunday and February 15th through September 30th from 8 a.m. to 8 p.m., Monday through Friday (except on holidays). Our automated system is available anytime for self-service options, including after hours, weekends, and holidays. Members Services also has free language interpreter service available for non-English speakers.

Trillium Community Health Plan® is an HMO and a PPO plan with a Medicare contract. Enrollment in Trillium Community Health Plan depends on contract renewal. This information is available for free in other languages. Please call our Member Services number at 1-800-910-3906 or TTY 1-866-279-9750.