

# **Provider and Payer Surveys of Medication Therapy Management Services**

## **Report of the Pharmacist Services Technical Advisory Coalition**

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### **Provider Survey**

The purpose of the provider survey was to gather information pertaining to the widespread availability of medication therapy management (MTM) services. The information gathered in this survey applies to the following CPT™ Coding Change Request questions:

Question #3: *“Is the procedure/service for which you are proposing a code change performed nationally?”*

Question #20: *“How long (i.e. numbers of years) has this procedure/service been provided for patients?”*

Question #22: *“How often do physicians or non-physician health care professionals perform this service?”*

### **Methods:**

A nine-item survey instrument was developed by the Pharmacist Services Technical Advisory Coalition (PSTAC) in consultation with CPT™ Editorial Panel members, CPT™ advisors and staff. The CPT™ 2006 frame of reference was used in the survey of medication therapy management services to describe face-to-face patient assessment and intervention as appropriate, by a pharmacist, to optimize the response to medications or to manage treatment-related medication interactions or complications.

The electronic survey instrument was delivered by three invitation methods:

- 1) Practice sites known by PSTAC Steering Committee members and staff to be providing medication therapy management (MTM) services were invited to respond.
- 2) A broadcast invitation was sent to pharmacists by e-mail newsletter format from the national pharmacy organizations belonging to PSTAC, and,
- 3) Pharmacy leadership within the U.S. Department of Veterans Affairs, Veterans Health Administration was invited to respond.

Data were collected for the three-month period from August – October 2006. Survey questions were designed to gather data describing characteristics of practice sites including: geographic location, type/location of practice, the number of years providing medication therapy management services, the number of face-to-face MTM encounters documented in the last 2 years, patient referral mechanisms employed, and use of CPT™ codes to report and/or bill for MTM services.

## Results:

### Medication therapy management practice sites:

There were a total of 240 practice sites responding to the provider survey. Practices offering medication therapy management services were identified in all 50 states, the District of Columbia and Puerto Rico. The vast majority (86%) of responses originated from ambulatory care practice sites including community pharmacy, clinic and physician office practices, out-patient pharmacy, work site, and home and hospice care.

The total number of face-to-face medication therapy management encounters reported over the two year survey period was 858,405 patient visits. The average length of time MTM services were provided by respondents was 6 years, and ranged from less than one year to over 30 years. Physician and other health professional referrals constituted the greatest number of responses regarding mechanisms by which patients are referred to MTM practice sites. Patients also accessed MTM services through pharmacist-identified referrals and self-referral. In addition, slightly more than one-fourth (26.5%) of respondents reported submitting MTM claims using the CPT™ medication therapy management service codes initially released in 2006.

### Veterans Affairs medication therapy management practice sites:

The U.S. Department of Veterans Affairs, Veterans Health Administration (VA) generated a national outpatient pharmacy workload report for fiscal year 2005 (FY 05) and 2006 (FY 06) in response to the PSTAC provider survey. The VA workload report listed all patient visits with a pharmacist not associated with prescription dispensing. For purposes of this PSTAC provider survey report all documented patient telephone encounters and group educational session encounters were excluded. In FY 05 there were 967,220 face-to-face pharmacist MTM patient encounters provided to 343,464 unique patients. In FY 06 there were 931,053 face-to-face pharmacist MTM patient encounters provided to 327,817 unique patients. The highest frequency (47%) of medication therapy management visits in the VA system took place in primary care/medicine clinics.

## Discussion:

The results of this provider survey describe the availability of medication therapy management services. Among the 240 pharmacy practice sites responding, medication therapy management services were available in every state, and over 800,000 face-to-face MTM encounters were reported over the last two years. Additionally, the V.A. ambulatory health care system provided over 1.8 million face-to-face medication therapy management encounters over the last two years. During the two year survey period patients were referred to medication therapy management services most frequently by physicians and other health care professionals.

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#### **Payer Survey**

##### **Methods:**

The purpose of the payer survey was to gather information pertaining to compensation of MTM services. A 14-item survey instrument was developed by the Pharmacist Services Technical Advisory Coalition (PSTAC) in consultation with CPT™ Editorial Panel members, CPT™ advisors and staff. A three-month data collection period ranged from July to September 2006. Survey questions pertained to: states in which MTM beneficiaries reside, the nature/type of services provided to covered beneficiaries, percentage of face-to-face encounters among covered beneficiaries, practice setting of MTM provided to covered beneficiaries, and the use of MTM CPT™ codes.

##### **Results:**

There were eight payer respondents who answered all survey questions and their data were summarized for this report. Beneficiaries receiving medication therapy management services covered by these payers were located in all 50 states, the District of Columbia and Puerto Rico. Comprehensive medication reviews and the identification and resolution of drug therapy problems constituted the majority (88%) of MTM services delivered by pharmacists to covered beneficiaries. Seven of the eight payers indicated that face-to-face encounters represented greater than 75% of their MTM claims. The most common location of MTM services delivered to covered beneficiaries was clinics and community pharmacies. Six of eight payers employed the X12N 837 CMS 1500 claims submission format, while the remaining payers used either a proprietary system or other claims submission format. At the time of the survey, three payers were paying for claims submitted using the CPT™ medication therapy management service codes.

##### **Discussion:**

Results of the payer survey indicate that covered beneficiaries receiving medication therapy management services are located throughout the nation. The most frequent services provided were comprehensive medication reviews with the identification and resolution of drug therapy problems. At the time of the survey, payers reported the early adoption of medication therapy management CPT™ codes using the X12N 837 CMS 1500 format to pay claims for face-to-face encounters provided by pharmacists to covered beneficiaries.