



Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

Advantage MD Member Initiatives Notification

As a health care provider, you know the value of preventive care for your patients. Johns Hopkins Advantage MD is committed to prevention, and we are launching a few member initiatives to help your member-patients get the preventive care they need. These initiatives will also improve performance in some of the quality measures tied to the provider incentive plan.

These member initiatives include:

- **InSure® FIT™ Program** - In collaboration with Quest Diagnostics, the InSure® FIT™ Program will address colorectal cancer screening by mailing a convenient test kit to members. The initiative is projected to launch around the middle of September 2017 and will run for 90 days. There is a possibility that your Advantage MD member-patients will receive a FIT Kit. If your patient completes the FIT Kit, you will receive the results via fax.
- **Preventive Screenings Letter and Calls** - Advantage MD will conduct a mailing and telephonic campaign to encourage members to obtain the flu vaccine, Hemoglobin A1c testing, colorectal cancer screening, and breast cancer screening, as appropriate. Your Advantage MD member-patients may receive a call regarding these screenings if they are due for any of them. The representatives conducting the outreach are equipped to offer assistance with a three-way call to your office if the patient requests assistance with scheduling an appointment.
- **Medication Therapy Management (MTM) Program** - Our MTM program can help our members with complex health needs (several medical conditions, multiple medications, and high drugs costs). MTM-eligible members are offered a free comprehensive medication review annually via mail, phone, or pharmacy to help make sure our members get the most benefit from their medications. If identified, we may mail or fax patient-specific medication recommendations for your consideration. We request that you review the information and take action as appropriate to help improve medication outcomes for your member-patient.
- **Medication Adherence Letter or Phone Call** - Advantage MD will be conducting outreach to our members that are non-compliant for medication adherence. Your member-patients may receive a call or a letter regarding an overdue refill and will be encouraged to refill the prescription. In addition, our pharmacy benefit manager, CVS/Caremark, may send you fax alerts to notify you when a member-patient is non-compliant with a medication or when we believe we could optimize their adherence. The chart on the next page lists the type and purpose of faxes you may receive and includes the recommended actions for each. When you receive these faxes, we request that you review the information and take action as appropriate to help improve medication adherence for your patient. (Please see the chart on the next page for examples of faxes and recommended action steps. Note: medication adherence measures are triple-weighted in the new provider incentive program.)



Prescriber Fax	Purpose	Action Steps
90-Day Prescription Conversion Request	Requests conversion of eligible 30-day maintenance medications (diabetes and cardiovascular) to 90-day supply.	<ul style="list-style-type: none"> Review member and medication and if clinically appropriate, send a new 90-day supply prescription to the patient’s pharmacy via electronic prescription system, fax, or phone. Communicate these changes to your patient.
Off Therapy	<p>Notifies prescribers that their patient may have stopped using their medication.</p> <p>Fax trigger: Overdue refill for the program drug</p>	<ul style="list-style-type: none"> Discuss your patient’s therapy and reasons for nonadherence as soon as possible to promote continued use of the medication as directed. If your patient requests more information on adherence to medication, tips for taking medication, or specific disease-state information, you may refer the patient to log into Caremark.com and click the “Learn About Medications” tab.
First Fill Drop Off	<p>Notifies prescribers that their patient may not have refilled their medication.</p> <p>Fax trigger: member does not obtain a refill after the first fill of the program drug</p>	<ul style="list-style-type: none"> Discuss your patient’s therapy and reasons for not refilling the new medication as soon as possible to promote continued use of the medication as directed. If your patient requests more information on adherence to medication, tips for taking medication, or specific disease-state information, you may refer the patient to log into Caremark.com and click the “Learn About Medications” tab.

As part of the new primary care provider (PCP) incentive program for Advantage MD, providers can earn \$100-\$150 per member for achieving a 4- to 5-star rating across all metrics. Performance in each of the three Part D medication adherence metrics (Diabetes Medications, Hypertension and Cholesterol) accounts for nearly half of the overall star rating.

For any questions regarding these member initiatives, please call your Provider Engagement Liaison at 888-895-4998. Thank you for all that you do every day to deliver high-quality health care to your Advantage MD member-patients. We appreciate your partnership and participation in the Advantage MD network.

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns