

Prescription Drug Quality Assurance

What is Utilization Management?

For certain prescription drugs, SmartValue Plus has additional requirements for coverage or limits on our coverage. These requirements and limits ensure that our members use these drugs in the most effective way and also help us control drug plan costs. A team of doctors and pharmacists developed these requirements and limits for SmartValue Plus to help us to provide quality care to our members. Examples of utilization management tools are described below:

- **Prior Authorization:** SmartValue Plus requires you to get prior authorization for certain drugs. This means that you will need to get approval from SmartValue Plus before you fill your prescription. If you don't get approval, SmartValue Plus may not cover the drug.
- **Quantity Limits:** For certain drugs, SmartValue Plus limits the amount of the drug that we will cover per prescription or for a defined period of time.
- **Generic Substitution:** When there is a generic version of a brand name drug available, SmartValue Plus network pharmacies will automatically give you the generic version, unless your doctor has told us that you must take the brand name drug. You can find out if your drug is subject to these additional requirements or limits by looking in the SmartValue Plus formulary. If your drug does have these additional restrictions or limits, you can ask SmartValue Plus to make an exception to our coverage rules. See the section, "How do I request an exception to SmartValue Plus's formulary?" in Section 4 for more information.

Drug Utilization Review

SmartValue Plus conducts drug utilization reviews for all of our members to make sure that you are receiving safe and appropriate care. These reviews are especially important for members who have more than one doctor who prescribe their medications. We conduct drug utilization reviews each time you fill a prescription and on a regular basis by reviewing our records. During these reviews, SmartValue Plus looks for medication problems such as:

- Possible medication errors
- Duplicate drugs that are unnecessary because you are taking another drug to treat the same medical condition
- Drugs that are inappropriate because of your age or gender
- Possible harmful interactions between drugs you are taking
- Drug allergies
- Drug dosage errors

If SmartValue Plus identifies a medication problem during our drug utilization review, we will work with your doctor to correct the problem.

Medication Management Programs

SmartValue Plus offers medication management programs for members who have multiple medical conditions, who are taking many prescription drugs, or who have high drug costs. These programs were developed for SmartValue Plus by a team of pharmacists and doctors. We use these medication management programs to help us provide better care for our members. For example, these programs help us to make sure that our members are using appropriate drugs to treat their medical conditions and help us to identify possible medication errors.

SmartValue Plus offers several medication management programs for different types of members, including those listed below.

- Participant Education Program – designed to help the participant, and/or their provider, improve therapy outcomes by increasing member awareness of the diseases, medications and self-care strategies.
- Medication Compliance Program - designed to help the participant, and/or their provider, improve therapy outcomes by improving medication adherence and persistency participants who are at risk for late refills due to their high prescription burden.
- Polypharmacy Program – designed to help the participant, and/or their provider, increase the safety and continuity of pharmaceutical care.
- Potential Underutilization of ACEI/ARB Program – designed to help the participant, and/or their provider, improve therapy outcomes by encouraging awareness and clinically proven use of ACEI/ARB in diabetic patients
- Questionable Narcotic utilization Program – is designed to help participants, and/or their provider, improve therapy outcomes by increasing awareness of clinically recognized and proven use of narcotic medications.
- Web-Based Health Management Program – designed to help participants, and/or their providers, improve therapy outcomes of participants by providing disease specific member-driven web-based education and lifestyle management tools that encourage clinically recognized and proven health behavior change.
- Potential Underutilization of Beta Blockers Post Myocardial Infarction – designed to help participants, and/or their providers, increase therapy outcomes by encouraging the clinically recognized and proven use of Beta blockers following a myocardial infarction event.

- Potentially Inappropriate Medications in the Elderly Program – designed to help participants and their provider increase therapy outcomes by increasing awareness of clinically recognized and where available scientifically validated issues regarding certain medication use in the elderly.

To learn more about our medication management programs, or to join a program, contact Customer Service at 1-888-445-8916, Monday through Friday, 8:00 a.m. until 6:00 p.m. (Central Time). TTY/TDD users should call 1-888-844-5530.