

The Value of Our Pharmacy Programs

Enhancing Medication Adherence and Health Outcomes Across Iowa



Our Commitment to Value

At Iowa Total Care, we are dedicated to advancing health outcomes through innovative clinical pharmacy programs. We focus on overcoming the unique challenges our members face, ensuring the safe and effective use of prescription medications. Our proactive strategies are designed to optimize treatment and significantly enhance overall health.

COMPREHENSIVE CLINICAL PROGRAMS

✓ High Utilizers: 10+

Pharmacists identify drug therapy problems (DTPs) for members on 10 or more unique maintenance medications for 90 days or more. Provider outreach is conducted with actionable recommendations (i.e., gap in therapy and therapeutic duplication) to decrease overall medication use.

2024 Members Managed: 110

Member Story: A member was identified as having a drug interaction from the combined use of blood pressure medication and potassium replacement. This drug interaction can cause an increased risk for electrolyte abnormalities and irregular heartbeats. After contacting the provider, one of the medications was discontinued.

✓ Medication Therapy Management Services: Community-Based

The community-based medication therapy management program ensures member medication regimens are optimized including appropriate duration of therapy, adherence and managing high-risk medications. Community pharmacists complete comprehensive medication reviews (CMRs) or targeted intervention programs (TIPs) with the member face-to-face at the pharmacy or via a live call based on identified needs. Iowa members with three disease states (asthma, COPD, diabetes, depression, dyslipidemia, HIV/AIDs, hypertension and schizophrenia) and eight chronic medications are identified monthly.

2024 Members Managed:
CMRs: 3,306, TIPs: 14,241

Member Story: A TIP alerted a personal pharmacist that a member with diabetes was not on a cholesterol-lowering medication as recommended by current guidelines. The personal pharmacist recognized the importance of this medication to reduce the member's risk of experiencing adverse events such as heart attack or stroke. The personal pharmacist reached out to the member's prescriber and successfully recommended a cholesterol-lowering medication for the patient. In follow-up, the personal pharmacist educated the member on their new medication.

✓ Pediatric Antipsychotic Utilization Program

Clinical pharmacists review medication regimens of pediatric members under 10 with claims for antipsychotic medication and identify potential DTPs including excessive dose and duplicate therapy. When DTPs are identified, recommendations are suggested via provider outreach. Members with an autism diagnosis are excluded.

2024 Members Managed: 372

Member Story: A member was identified as having duplicate antidepressant medications from the same class. This duplication can cause an increased risk of shaking, agitation, fever and rapid heart rate. It can also cause abnormal heart rhythms. After contacting the provider, one of the medications was discontinued.

✓ **Polypharmacy**

The polypharmacy program identifies members that are on eight or more maintenance medications per quarter and have at least one qualifying DTP (drug-drug interaction, drug age interaction, opportunity to reduce cost, therapeutic duplication, fraud waste and abuse, and excessive use: deprescribing opportunity).

The member’s provider is sent a letter with recommendations on how to resolve the DTPs. A clinical pharmacist may also call the provider to ensure safe and effective use of medications through deprescribing.

2024 Members Managed: 3,055

Member Story: A member was identified as having duplication of asthma therapies. This duplication can cause cough, respiratory tract infections, and increased sputum production. After contacting the prescribers, one of the duplicative medications was discontinued.

✓ **Retrospective Drug Utilization Review (RDUR)**

Targeted system-generated review program which aims to identify clinically relevant DTPs using pharmacy claims and medical diagnoses based on established logic. The system is capable of:

- Reviewing medication profiles to identify drug related problems such as drug-drug interaction, duplicate therapy, excessive use or duration of therapy, inappropriate or suboptimal use and lack of therapy.
- Sending faxes to providers with recommendations on resolving DTPs.

2024 Members Managed: 25,901

Member Story: A member was identified as having excessive duration of benzodiazepine therapy. Long-term use of these agents is not recommended and can cause memory problems, mood swings, dependence and increased risk of overdose. After reaching out to the provider, the medication was discontinued.

- Generating letters to members with information on DTPs.
- Tracking problems to resolution. Pharmacists attempt to close unresolved DTPs every 90 days until the end of the year.

✓ **Statin Use in Persons With Diabetes (SPD)**

Members are identified if they have diabetes and are not on a statin. Their provider is notified via fax and encouraged to prescribe a statin to support SPD gap closure.

2024 Members Managed: 1,490

✓ **RationalMed**

RationalMed drives improved clinical and financial outcomes by detecting important safety and health issues across many disease states. An integrated member profile compiled of medical, pharmacy and laboratory claims is passed through the RationalMed clinical rules engine and reviewed against more than 5,000 evidence-based clinical rules to identify potential safety issues or gaps in care.

RationalMed’s conflicts are organized into three broad categories:

- Adverse drug risk
- Coordination of care
- Omission of essential care

2024 Members Managed: 98,328

Member Story: A 42-year-old female member had multiple chronic conditions including mood disorder, asthma, Type 2 diabetes and heart disease. 38 interventions were conducted for 22 medications relating to the member’s disease states. 10 interventions were considered a success, which included adding Jardiance® which is a standard therapy for a patient with diagnoses of heart disease and diabetes.

RationalMed directs alerts to providers via electronic health record, fax or letter. HIV medications are excluded from the program.