



Workflow WEDNESDAYS

Pharmacy Services Support Staff (PS³)

Topic: Integrate OutcomesMTM into Appointment Based Model

Presenters: Tiffany Capps, CPhT, Pharmacy Ops and Communications Expert, CPESN USA
& Weston Humphreys, RPhT, Chief Operations Officer at Tyson Drugs Inc

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What is OutcomesMTM?

OutcomesMTM platform allows pharmacies to provide Medication Therapy Management (MTM) services for eligible patients to improve patient health outcomes AND allows pharmacies to get paid for their services.

MTM Opportunities include:

- Targeted Intervention Program (TIPs): Typically address one medication and take a shorter time to complete. Some TIPs can be completed entirely by a technician.
- Comprehensive Medication Review (CMR): Interactive, one-on-one encounter with the patient and the pharmacist to identify any medication-related problems

Getting Started for Pharmacy Technicians

As a technician, you will need to create their own individual profile and complete the free training provided by Outcomes. Then you will request access and connect to your pharmacy. Once approved, you can submit claims on behalf of the pharmacist.

Click [HERE](#) to access Outcomes Login

Overview of Technicians Role in MTM Services

- Identify MTM-eligible patients and prepare new MTM opportunities for the pharmacist to respond to all TIPs and CMR opportunities
- Offer and Schedule the CMR and complete any pre-work
- Document any type of MTM claims on behalf of the pharmacist
- Perform select MTM services and interventions on their own (under the supervision of the pharmacist)

Click [HERE](#) to access OutcomesMTM for Pharmacy Technicians

Click [HERE](#) to access all of the all of the publicly available **Flip the Pharmacy** resources



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Integrate MTM Services into Pharmacy Workflow Using the Appointment Based Model

Identify MTM-Eligible Opportunities:

- Monitor OutcomesMTM Dashboard for new MTM opportunities
- Integrate MTM opportunity alerts into pharmacy software and patient notes
- Review your Med Sync call queue for any patients that have a pending TIP

Perform Specific Technician-eligible MTM services:

Technicians can complete certain TIPs independently, as long as they are under the supervision of the MTM-trained pharmacist. Some of these TIPs include:

- *Needs Refill TIP*
- *Needs Medication Synchronization TIP*
- *Needs Medication Synchronization Follow-up TIP*
- *Needs Patient Education - CMR Referral TIP*
- *Adherence- Needs 90-day Fill TIP*
- *Social Determinants of Health Assessment TIP*
- *Needs Patient Education - Medicaid Redetermination TIP*

Schedule New CMRs and Complete Pre-work for Pharmacist:

- Schedule new CMRs during the patient med sync call
- Review and update patient medication profile during the sync call
- Print CMR worksheets or any notes (if needed)

Document MTM Services based on Pharmacist Notes:

- Document claims for the services completed
- Create and provide patient takeaways and prescriber communications

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