

APRIL 2022
Issue 17



NETWORK BULLETIN

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CARE MANAGEMENT PROGRAMS



MMM of Florida is committed to improving the health and wellbeing of our members by ensuring health education and wellness promotion activities, services and initiatives to provide a positive member experience and enhance health outcomes.

Our healthcare partners may support the beneficiary's wellbeing by referring members to our Care Management Programs; and/or, support services such as the MTM Program or Silver and Fit by calling MMM's Customer Service Department at 1-844-212-9858. For complex case management or disease management referrals, a provider can also complete and fax a plan using the Case Management Program Access Form found on MMM's website: www.mmm-fl.com to 833-523-2621. A member's participation in any of MMM's programs, as well as wellness services received, must be documented as part of the member's clinical record.

MMM Case Management Program	Scope
Complex Case Management	Provides case management to members with chronic behavioral health and medical conditions and/or high-risk members.
Disease Management	Provides case management to members who meet these conditions: <ul style="list-style-type: none">• Stratified as moderate risk• Have a diagnosis of diabetes and/or hypertension• Need to improve self-management of their conditions
Transition of Care	Manages member's transition of care and provides member short-term case management for 30-days post discharge from acute and sub-acute facilities (i.e., hospitals, inpatient rehab, SNF).

MMM HEALTH EDUCATION AND WELLNESS PROMOTION PROGRAM

The Health Education and Wellness Promotion Program is a requirement from AAAHC and is embedded across all care management and quality programs. The HE&WP Program's main goal is to be a data-driven collaborator with healthcare partners, delivering messages with sensitivity to cultural and linguistic needs and enhancing member experience. Besides all the education provided one-on-one to members enrolled in the Care Management Programs, population initiatives have also been carried out with the membership. Some strategies taken during the 2021 calendar year were: educational mailings (i.e., flyers and fact sheets), educational articles in member newsletters, website and social media posts associated with educational needs identified in the population assessment regarding the flu vaccine, COVID-19, diabetes, healthy habits, and healthy hearts. An evaluation of the program will be presented to the Quality Improvement Committee for continual improvement. For MMM, it is important that our membership use all of the tools available to better their learning experience about their condition and wellness. We also encourage you to visit the webpage for educational material that can assist you in the education process of the membership: www.mmm-fl.com.

NUTRITION AWARENESS MONTH

During this month of nutrition awareness, MMM would like to alert our membership to the importance of consuming Vitamin D, especially in our elderly population where it has been identified as a primary educational need. We serve a population with a higher risk of deficiency because of the reduced ability of the skin to synthesize Vitamin D, also outdoor activities might be limited; and/or, lack of rich food nutrients, resulting in inadequate levels of vitamin ingestion. We recommend discussing different food sources of Vitamin D and Calcium as part of a plan to maintain healthy bones, to treat or prevent osteoporosis or other body functions. **The Dietary Guidelines for Americans** points that those nutritional needs should be met primarily through food, but when it is not possible to meet the needs of one or more nutrients, fortified foods or supplements are useful. Calcium and Vitamin D supplements are available to the member through the **OTC at Your Door Program**.

You may also find more information and educational resources to share with members about dietary guidelines at the following link: <https://www.dietaryguidelines.gov/>.

PATIENT CARE

REITERATE PATIENT CARE THIS QUARTER!

Did you know that this upcoming Quarter (March – May) three important health events are celebrated?

Health Event	Date
National Nutrition Month	March 2022
World Health Day	April 7th, 2022
Mental Health Awareness Month	May 2022



MMM of Florida would like to thank you, our providers, for ensuring that our members know and understand the health impact of a well-balanced nutrition, the importance of attending annual visits to stay healthy and providing tools to drive mental health awareness. Remember to emphasize these important topics during your conversation with your patients. Let's strive for a year of health!

CAHPS ALERT: THE “TEA” BEHIND QUADRUPLE WEIGHTED MEASURES

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey offers an opportunity to understand patient's perception about the quality of their care. Together, we can work on making their experience a positively unforgettable one. Some of the measures that are now quadruple weighted inquire about:

- How easily and quickly patients can get an appointment.
- How long the wait time is on the day of the appointment.
- How effective the care coordination is between PCPs and Specialists.

An approximate of 62% of Star-Rated CAHPS survey questions are geared towards patient's experiences with your office (including staff and providers). We would like to thank you for your ongoing commitment to the health of our members. Please remind your patients of the importance of completing the survey if they receive it. MMM of Florida is here to support you with training information and resources to make this CAHPS season our most successful yet!

TRC – MEDICATION RECONCILIATION POST-DISCHARGE: THE HEDIS STRAGGLER

As you know, medication reconciliation is key during your patient's care coordination process. We see many provider groups struggle with this particular HEDIS measure due to multiple requirements having to be present in order to make patients compliant. An effective MRP should include:

- The Discharge Diagnosis
- Current medication list with one of the following notations:
 - Provider indicates that they reconciled the current and discharge medications.
 - Provider references the discharge medications (e.g., no changes in medications since discharge, discontinue all discharge medications).
 - Provider indicates that the discharge medications were reviewed.

Your commitment and effort to follow-up on your patients 30-days post hospitalization, reconciling their medications and coordinating their care are considered a best practice here at MMM of Florida. In addition, documenting and coding the services you provide contributes to high ratings on quality performance measures like HEDIS, CAHPS and HOS.



PHARMACY PART D ADHERENCE

MMM of Florida recognizes that medication adherence is important to improving the health of its members. One of the most important ways people with chronic conditions such as Cholesterol, Diabetes and Hypertension can manage their health is by taking their medication as directed. We can all work together to do this!

Here are some tips that will help drive adherence to Cholesterol, Diabetes and Hypertension medications:

1. Convert any Maintenance Medication prescriptions from the Adherence Categories to a 90-day Supply rather than 30-days.
2. Recommend pharmacies that offer home delivery to your patients.
3. Perform medication reconciliation on every visit to ensure the most current regimen is active and notify all discontinued medications to the patient's pharmacy.
4. Re-educate your patients so that they understand the role of Cholesterol, Diabetes and Hypertension medications in their care and the expected duration of the therapy.

DRUG CLASSES INCLUDED IN THE ADHERENCE CATEGORIES:

Cholesterol: Statins

Diabetes: Biguanides, Sulfonylureas, Thiazolidinediones, DPP-IV Inhibitors, GLP-1 Receptor Agonists, Meglitinides, SGLT2 Inhibitors, Insulins.

Hypertension: ACE Inhibitors, ARB, or Direct Renin Inhibitor Medications

You and your office staff play an important role in successfully managing adherence so that we can deliver positive health outcomes to all our members.

