Level II Service Eligibility Criteria

Use the following checklist to determine if your patient is eligible for a CMR/A. (Only one indicator needs to be present to qualify.)

- Does the patient take four or more medications to treat or prevent two or more chronic conditions (one of which must include hypertension, asthma, diabetes, chronic kidney disease, heart failure, dyslipidemia, COPD, or depression)?
- Does the patient have diabetes?
- Has the patient been discharged from the hospital or from a long term care setting in the past 14 days?
- Referral from prescriber for a CMR/A
- Does this patient receive prescriptions from multiple (>1) health care providers? (Coordination of Care Issues)*
- Is the patient experiencing health literacy issues?*
  For a list of health literacy “red flags” and indicators, please click [here](#).

See the [WPQC Program Description](#) for more details.

**Quick Checklist: Level II Eligibility Triggers**
- Four or more medications to treat/prevent 2 chronic conditions
- Diabetes
- Hospital or LTCF discharge within the past 14 days
- Multiple prescribers (>1 prescriber)*
- Health literacy concern*

*Prior authorization from WPQC Commercial Payers is required to perform a CMR/A for reasons of coordination of care issues and health literacy concerns. Refer to the contact information listed for each payer on the [WPQC website](#) to obtain a prior authorization. Remember, all CMR/As for WI ForwardHealth members require prior authorization, which can be obtained from the [DAPO center](#).