

# UW APPE 741/743 WPQC Webinar Training

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# Tasks Completed Thus Far...

- WPQC Homestudy
- WPQC Homestudy Assessment
- Uploaded WPQC Certificate of Achievement to course webpage

# WPQC Goals

- Improve patient medication use
- Improve patient safety (decrease numbers of medication errors and adverse drug events)
- Reduce health care costs for participating payers
- Professional recognition and compensation based upon the development and implementation of pharmacy practice services that improve the use and safety of medications

# PSW Website Contents



<http://www.pswi.org/WPQC>

Please login to see all of the available resources!

# PSW Website Contents Resources



PSW

Calendar

Communications

About WPQC

WPQC Payers

WPQC Pharmacies

Providers & Patients

Membership

Training

Resources

## WPQC Resources

This area of the website is where all WPQC-related tools/forms and other various resources live. **In order to access the content under "Resources" you must be a WPQC member!** If you are a member, but are not logged in to the website, please click [here](#).

WPQC members will have access to the following categories of resources:

- [Aprexis information](#)
- [Resources specifically for pharmacy technicians](#)
- [Comprehensive list of Frequently Asked Questions \(FAQs\)](#)
- [Level I](#) and [Level II](#) forms/tools and other various resources
- [WPQC marketing materials](#)
- [Payer specific resources](#)
- [Quality-Based Best Practice Tools](#)
- [WPQC Policies](#)
- [WPQC Workgroups](#)



[Site Map](#) | [Contact Us](#) | [Staff Directory](#) | [WPQC Member Directory](#) | [WPQC Pharmacy Directory](#)

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# PSW Website Contents

## Marketing Tools

The screenshot shows the PSW website header with the logo and navigation tabs: PSW, Calendar, and Communications. Below the header is a dark navigation bar with links: About WPQC, WPQC Payers, WPQC Pharmacies, Providers & Patients, Membership, Training, and Resources. The main content area is titled 'WPQC Marketing Messages' and includes a 'PRESS RELEASES' section with a list of links and a 'ELEVATOR SPEECHES' section with a single link. On the right side, there is a contact form with fields for Name, Phone, Street Address, City, State, Zip Code, and Contact Person. A dropdown menu is open, showing a list of links, with 'Marketing Materials' highlighted in a red box.

**WISCONSIN PHARMACY QUALITYCOLLABORATIVE**  
an initiative of the pharmacy society of wisconsin

PSW Calendar Communications

About WPQC WPQC Payers WPQC Pharmacies Providers & Patients Membership Training Resources

### WPQC Marketing Messages

#### PRESS RELEASES

WPQC has put together two different press releases announcing your pharmacy or health plan's participation in the WPQC program. Please feel free to add your pharmacy or health plan's material to the content of the press release and submit to your local newspaper or venue you deem appropriate. **Please do not modify the general WPQC message, but feel free to add details about your practice site.** WPQC would appreciate being alerted to any press or publicity that you receive related to the program. Please send information to [Kari Trapskin](#).

- [Pharmacy Press Release](#) (Word doc.)
- [Shortened Pharmacy Press Release](#) (Word doc.)
- [Health Plan / Payer Press Release](#) (Word doc.)

#### "ELEVATOR SPEECHES"

WPQC has compiled talking points and conversation starters for you to use to get the word out about WPQC! The messages are tailored for specific audiences. Please use them as starting points as you talk with the media, patients, health plans, and pharmacist colleagues. The Marketing For Physicians section also contains a Prescriber Marketing Toolkit that will aid you when preparing to discuss WPQC with prescribers.

- [Elevator Speeches](#)

Onlin...  
Clinical Pocketbook Toolkits  
**Marketing Materials**  
Communication and Updates  
WPQC Webinars  
Apexis  
General Clinical Resources  
Frequently Asked Questions  
WPQC Policies  
Intervention Based Services (Level I)  
CMR/A (Level II)  
For Technicians  
WPQC Results

Click here to download the form or fill out the online form. For assistance, please call 608-785-2000 or email [wpqcadmin@pswi.org](mailto:wpqcadmin@pswi.org).

Pharmacy Name  
Street Address  
City  
State  
Zip Code  
Contact Person

# PSW Website Contents

## Current WPQC Payers



PSW

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WPQC Payers

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Providers & Patients

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Resources

### Current WPQC Payers

WPQC is supported by the following payers:



New health plans are always welcome to participate in WPQC. Please contact [Kari Trapskin](#) at (608) 827-9200 for more information on how to get started.

[Site Map](#) | [Contact Us](#) | [Staff Directory](#) | [WPQC Member Directory](#) | [WPQC Pharmacy Directory](#)

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# Clinical Toolkits



# WPQC Workgroups

- Student Opportunity!
  - Small – group conference calls to share best practices, troubleshoot challenges, and brainstorm ideas
- Ask your preceptor if WPQC Workgroups are currently in session

# Participating Payers: Commercial

- Participating Payers
  - Gundersen Health Plan
  - Unity Health Insurance
  - United Way of Dane County\*
- Not all members of these health plans will be eligible for MTM services. Confirm eligibility.
- Cover Level I and Level II services

\*Additional CMR/A opportunities available in  
Dane County

# Participating Payers: Public

- Wisconsin ForwardHealth (Wisconsin Medicaid)
  - Refer to the [Pharmacy Handbook](#) for detailed information
  - List of eligible plans:
    - <http://www.pswi.org/Portals/17/WPQC/WI%20ForwardHealth%20Plans%20Covering%20MTM%20Services.pdf>
  - Member must have active insurance coverage on the date of MTM service. Check ForwardHealth eligibility look-up.
  - WI SeniorCare members must be past their spenddown and/or deductible for WI ForwardHealth to pay for the service
    - If in spenddown/deductible phase, the member is responsible for the service fee
  - Covers only CMR/A (Level II) Services
  - ForwardHealth CMR/A Push List for member identification

Intervention-Based Services

# LEVEL I INTERVENTIONS

# Level I Interventions

- **Identify, perform, document, and bill** for Level I interventions
  - Cost effectiveness
    - Formulary & Therapeutic Interchange, Conversion from Rx to OTC medication, Dose consolidation, Tablet splitting
  - Dosage/Dosage form/Duration changes
  - Medication device instruction
  - Medication addition
  - Medication deletion
  - Adherence
- Types of reimbursable interventions are specific to each payer

# Level I Interventions – 4 Steps

1. **Identify** - Confirm patient eligibility
2. **Perform** the identified intervention
  - Most interventions require prescriber contact and approval
    - Interventions which **do not** require prescriber approval:
      - Medication Device Instruction
      - Focused Adherence Consultation
3. **Document** the intervention
4. **Bill** for the intervention after pharmacist review

Comprehensive Medication Review and Assessment (CMR/A)

# LEVEL II INTERVENTIONS

# Level II interventions

- **Identify, prepare, perform, document, and bill** for Level II Comprehensive Medication Reviews and Assessments (CMR/As)
  - All payers will pay for one initial visit and up to three follow-up visits per patient per year

# Level II Interventions – Identify Patients

Eligible patients include those who meet at least one of the following criteria:

- Take **4 or more** prescription 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)
- -OR- Have diabetes
- -OR- Discharge from a hospital or long term care setting within the **past 14 days**
- -OR- Referral from prescriber
- -OR- Multiple (> 1) health care providers<sup>#</sup>
- -OR- Health literacy concern<sup>#</sup>

#Prior authorization  
from commercial payers is required for these eligibility reasons

# Level II Interventions – Invitation Strategies

- Ask preceptor if s/he has potential patients in mind
- Previous students may have provided initial visit
  - Follow-up visits count toward CMR/A requirements!
- Schedule the appointment
  - [Invite the patient in-person or via phone](#)

# Level II Interventions – Prepare for CMR/A

- Review patient profile and anticipate DRPs
- Fax prescriber for relevant lab values
- Mail [History and Physical \(H&P\) Document](#) to patient
- Prepare handouts/resources/educational materials

# Level II Interventions – Perform CMR/A

- Prior to patient arrival
  - Place reminder call to patient
  - Instruct the patient [what to bring](#) to their appointment
- 45 min – 1 hr consultation in private area
  - Preceptor must be available
  - Focus on top 3 priorities

# Level II Interventions – Document CMR/A

- Create a Health Care Provider (HCP) report for every patient
  - Fax visit summary and recommendations to prescriber
- Make patient aware you will send Medication Action Plan (MAP) and Personal Medication List (PML) **within 14 days** of the CMR/A
- Follow the [CMR/A Checklist](#) throughout the process to ensure no steps are missed

# Pill Card Activity

*\*741 Rotation Only\**

Pharmacy \_\_\_\_\_ Phone: \_\_\_\_\_ Primary Care MD: \_\_\_\_\_

**PATIENT PILL CARD: a way to simplify your medication schedule** Include prescription and non-prescription medicines.

PURPOSE	MEDICATION NAME (Alphabetical) and DOSE	CHECK APPROPRIATE BOX TO SHOW WHEN TO TAKE DRUG : Write in <u>number</u> of tablets/capsules							SPECIAL INSTRUCTIONS or DOSING For example: -Avoid the Sun -No alcohol -Alternate days -Once a week (day) -Once a month-date
		? Minutes Before Meal(s)	Breakfast 	Lunch 	Mid-afternoon	Dinner 	Bedtime 	As Needed	

Do not upload the patient's name to the course webpage!!

Level I and Level II Requirements

# COMMERCIAL PAYERS

# Identification of Opportunities

- Commercial payers utilize Aprexis™ as their HIT platform for MTM
  - Level I and II Pushes (opportunities identified by health plan and sent to pharmacy to act upon)
  - Pulls (opportunities identified by pharmacy)
  - Log in at [portal.aprexis.com](http://portal.aprexis.com)
  - If you can't find a patient in Aprexis, it is because that patient is not eligible to receive MTM services. You will not be able to add patients to a health plan.

# Aprexis Logins for UW School of Pharmacy 741/743 Clerkship Students

Preceptors should complete the following steps prior to the APPE student's arrival at the practice site:

1. Set up an email account to which the student's Aprexis login instructions should be sent. (This email address could be a Gmail, Yahoo, Hotmail, etc. account if your organization does not have the ability to create an in-house email address.) Regardless of the type of email address, **it should be one that remains with the pharmacy when the student completes the rotation.**
2. Please email Aprexis with the email address for your upcoming student and request an Aprexis account. ([support@aprexis.com](mailto:support@aprexis.com))
3. Aprexis will then email the corporate contact listed for your pharmacy to approve the request. After the request is approved, login information will be sent to the email address provided.
4. Set up the Aprexis account using the instructions sent by Aprexis.
5. Following the rotation, the preceptor should log in to the student's Aprexis account and change the password.

# Familiarizing Yourself with Aprexis

- If your site is using the Aprexis Health Solutions platform, training is available to you via the *Training* tab in Aprexis
- You can also put yourself in “Training Mode”
  - Once logged into the Aprexis platform, click on the *Account* button in the upper right corner, select *training mode* and then select the *Update* button. You'll notice a notification across the top of each page reminding you that you are in training mode.
  - To leave training mode, simply follow the same steps as accessing training mode, but deselect the training mode option and then click the *Update* button.
  - Pushed interventions can be reset to their beginning state by selecting the *reset training programs* link found underneath the training tab.

# Level I Interventions

- Follow prompts in Aprexis
  - Enter information about medication(s) involved
  - Contact Prescriber with recommendations for change (can bypass if prescriber was already contacted)
  - Record prescriber response
  - Submit/Bill intervention
- May also use [Level I form](#) for documentation prior to entering in Aprexis

# Level II (CMR/A) Interventions

- In Aprexis, select the correct type of consult
  - Responding to a LII push:
    - CMR/A Eligible
    - Transfer to a follow-up visit if initial visit has been performed by “selecting alternative intervention”
  - Pulls
    - Select type of CMR/A you want to perform
  - All condition-specific CMR/As are follow-up visits (reimbursed at follow-up rate)

# Level II (CMR/A) Interventions

- Face to Face Visit
  - Use the Aprexis platform real-time to guide you through the CMR/A visit
  - The platform has branching logic that will open relevant questions based on the previous answers provided
  - You are not required to visit all tabs, so you can focus on the areas you feel the patient would benefit from the most (focused condition review, immunizations, adherence, etc.)
  - Enter your embedded Level I recommendations in the recommendations section

# Level II (CMR/A) Interventions

- For Commercial Payers, Aprexis will guide you in creation of the:
  - Health Care Provider (HCP) report to send to HCP
  - Medication Action Plan (MAP) for patient
  - Personal Medication List (PML) for HCP and patient

# Level II (CMR/A) Interventions

## Billing

- Automatically occurs when the *Complete Consult* button is selected in Aprexis
- Need to fax Level I recommendations separately and record the prescriber response
  - Separate bills will be sent to the payer

Level II Requirements

# WISCONSIN FORWARDHEALTH

# Identifying Medicaid Patients

- ForwardHealth CMR/A Push List
- Identification During Profile Review
- Run dispensing report on patients with Wisconsin ForwardHealth who take certain medications (diabetes, hypertension, depression, asthma, etc.)

# ForwardHealth CMR/A Push List

- Log in to the ForwardHealth Portal at your site
  - Trade Files → File Download → Search button
    - The list will contain “MTM” in the file name
    - Choose the appropriate list based on the date
  - Updated list available monthly
- Please contact DAPO if you would like additional members who may be eligible

# Level II (CMR/A) Preparation

- Wisconsin ForwardHealth patients require prior authorization. Call DAPO to reserve your patient! 1-800-947-9627 (ext. 3)
  - Must occur prior to providing CMR/A
  - Document approval on [DAPO request form](#)

# Wisconsin ForwardHealth Billing Resource

[http://www.pswi.org/Portals/17/WPQC/Payers/Medicaid/Submitting%20Claims%20Worksheet\\_DHS.pdf](http://www.pswi.org/Portals/17/WPQC/Payers/Medicaid/Submitting%20Claims%20Worksheet_DHS.pdf)

## Info to Collect for Billing WI ForwardHealth MTM Claims

Pharmacy NPI (same as provider ID)		
Member ID		
Enrollment Verification Tracking Number		
Patient Name		
Patient Date of Birth		
Diagnosis Code		
Date of Service		
Procedure Code (circle one or more)	99605 (new patient, first 15 min.*) 99606 (established patient, first 15 min.*) 99607 (additional 15 min.*)	
	Units _____ (1 unit = 15 min.*) <input type="checkbox"/> Round up to nearest 15 min.	
Modifier Code (circle one or more)	Level Two	
	UA (CMR/A Initial Assessment) UB (CMR/A Follow-up Assessment)	
Place of Service:	ICN #:	
Total Charge (\$):	Paid Amount: \$	Status: <input type="checkbox"/> Pay <input type="checkbox"/> Deny

\*Time = face-to-face consultation + communication with MD + documentation

ForwardHealth Portal Helpdesk: (866) 908-1363

Electronic Data InterChange (EDI) Helpdesk:

(866) 416-4979

(for assistance in installing and using the PES software)

# Documentation

Student will need to complete the following:

- [Level II Documentation Form](#)
- [Health Care Provider \(HCP\) report](#)
  - Fax visit summary (SOAP) and corresponding recommendation(s) to prescriber
- [Medication Action Plan \(MAP\)](#)
- [Personal Medication List \(PML\)](#)

# WI ForwardHealth Billing

- Occurs via the ForwardHealth Portal
  - Pharmacy staff will have a ForwardHealth Portal Login
  - WPQC webinars/resources on billing:
    1. [Level II Quick Billing Reference Guide](#)
    2. [Billing Webinar](#)
    3. Other [WI ForwardHealth Specific Resources](#)

# Required Documentation for WI ForwardHealth

- Forward Health requires documentation of specific clinical components to be entered into the ForwardHealth Portal
- This is *separate* from the billing components entered when submitting a claim
- The claim and MTM clinical components do not need to be entered at the same time, but both must be submitted within 1 year of the date of service of the MTM intervention.
- [Forward Health MTM Documentation Storage Guide](#)

# Requirements by Block

- At a minimum, students will complete:
  - Ambulatory (741)
    - 6 Intervention – Based (Level I) Services
    - 6 CMR/As (Level II) Services
  - Community (743)
    - **30** Intervention – Based (Level I) Services
    - **Optional** CMR/As (Level II) Services

# Who to Contact

- Access to WPQC website resources
  - [www.pswi.org/wpqc](http://www.pswi.org/wpqc)
  - PSW Office: 608-827-9200
- Issues when billing Wisconsin ForwardHealth via ForwardHealth Portal
  - ForwardHealth Portal Help Desk: 866-908-1363
- Questions about Aprexis:
  - 1-844-APREXIS or [support@aprexis.com](mailto:support@aprexis.com)
- APPE Requirements
  - Mara Kieser: [makieser@pharmacy.wisc.edu](mailto:makieser@pharmacy.wisc.edu)