

# Factors Associated with Time to Complete a Comprehensive Medication Review for Medicare Part D MTM Eligible Patients

## Background

- Medicare Part D sponsors are required by Centers for Medicare and Medicaid Services (CMS) to offer a comprehensive medication review (CMR) to eligible beneficiaries through the sponsor's Medication Therapy Management Program (MTMP).
- According to CMS, a CMR in the standardized format (cover letter, medication action plan, and personal medication list) will require, on average, a total of 40 minutes, including documentation, to complete with a Medicare beneficiary.
- To date, there have been limited published studies that explore the average time required to perform a comprehensive medication review or factors associated with length of time for Medicare Part D MTM eligible beneficiaries.
- CMS suggests the 40 minutes, as stated in the standardized format document, originates from broad environmental scans, literature reviews, and interviews with Part D sponsors.
- Patient factors impacting length of time spent with physicians or pharmacists in various settings can be hypothesized to impact the time spent during a comprehensive medication review until the factors are further examined.
- WellCare Health Plans, Inc., has contracted with the University of Florida (UF) MTM Communication and Care Center (MTMCCC) to provide telephonic CMRs to MTM eligible beneficiaries.

<b>Exploratory Research on Medication Therapy Management 2008</b>	30-90 minutes (depending on complexity)
<b>Medication Therapy Management in Chronically Ill Populations: Final Report</b>	45-60 minutes (split between consultation and administrative duties)

**Figure 1.** Two references provided by CMS for explanation of where the 40 minute time originated. Both resources include interviews with top Part D sponsors who have an established MTM program. The times mentioned reflect the plan's internal outcomes data and their opinion of an appropriate time to complete a CMR.

## Factors Impacting Time with Pharmacists and Physicians in Various Healthcare Settings

Factors Impacting Length of Time with Pharmacists	Increased Time	Decreased Time	Factors Impacting Length of Time with Physicians	Increased Time	Decreased Time
Drug Therapy Problems	x		Gender (Male)		x
Drug Interactions	x		Fee for Service	x	
Patient Education	x		Number of Diagnoses	x	
Physician Referral	x		Previous Physician Visit		x
Complex Patients	-	-	African Americans		x
Non adherence	x		Chronic Care Conditions	x	
Increased Pharmacist Workload		x	Age	-	-
Lunch Time Hours for Pharmacists		x	Anxiety/Depression	x	
			Cognitive Impairment	x	
			Residents or Physicians in Practice Less than 1 Year	-	-
			Female Physicians	x	

**Figure 2.** Physician-patient interactions were reviewed from various literature sources in multiple settings identifying factors that impacted length of time spent during an encounter.

**Figure 3.** Pharmacist-patient interactions were reviewed from community pharmacy and ambulatory care settings identifying factors that impacted time spent with pharmacist.

## Objectives

- Collect data from CMRs performed in 2013 to identify average completion time.
- Identify if there is an association between patient demographics, disease states, or other factors and the length of time required to complete a CMR.

## Methods

- A retrospective data analysis of MTM program documentation records will be conducted to review CMRs completed by pharmacists in 2013.
- A multivariate regression model will be used to explore association between completion time and program members' demographic characteristics, plan type, medication and disease related variables, previous record of CMR, translator utilization, CMR call date and time, pharmacist credentials, whether the CMR was completed by a caregiver on behalf of the patient, number and type of medication related problems, and other data elements collected during a CMR.
- Results will be provided as descriptive statistics for CMR completion times and odd ratios for associated factors.

## Results

- Pending

## Conclusion

- Through retrospective analysis, the UF MTMCCC will determine if 40 minutes, as suggested by CMS, is a sufficient estimate of the average time required to complete a CMR and what factors are associated with the length of time required to complete a CMR.

## Factors Hypothesized to Impact CMR Time

Increased Time	Decreased Time	Unknown
<ul style="list-style-type: none"> <li>• Drug therapy problems</li> <li>• Provider communication</li> <li>• Number of medications</li> </ul>	<ul style="list-style-type: none"> <li>• Low income subsidy</li> <li>• Cognitively impaired</li> <li>• Translator utilization</li> <li>• Anxiety/Depression</li> </ul>	<ul style="list-style-type: none"> <li>• CMR date</li> <li>• Long term care facility</li> <li>• Completion with caregiver</li> <li>• Age</li> </ul>
	<ul style="list-style-type: none"> <li>• History of previous CMR</li> <li>• Lunch time hours</li> <li>• Gender (male)</li> </ul>	<ul style="list-style-type: none"> <li>• Number of disease states</li> <li>• Pharmacist credentials/ years in practice</li> </ul>

**Figure 4.** Factors hypothesized to impact length of a CMR based on peer reviewed literature referenced in figures 2 and 3. Patient interventions with physicians and pharmacists in various healthcare settings were reviewed to identify barriers and factors that impacted duration with practitioner.