

# 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).
- In the CMS standardized MTMP format (cover letter, medication action plan, and personal medication list), CMS suggests the total time to complete a CMR with a Medicare beneficiary is, on average, 40 minutes.
- CMS suggests the estimated 40 minutes, as stated in the standardized format document, includes the time to review instructions, searching existing data resources, gathering needed data, and completing and reviewing the information.
- To date, there are few studies reporting average time required to complete a CMR. However, some reports suggest a range of 20 to 90 minutes. There is limited evidence analyzing factors associated with CMR completion time.

- In 2013, WellCare Health Plans, Inc., contracted with the University of Florida (UF) MTM Communication and Care Center (MTMCCC) to provide telephonic CMRs to MTM eligible beneficiaries.
- CMRs were conducted by UF MTMCCC pharmacists and student pharmacists assisted pharmacists in the provision of a portion of the CMRs.

<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.

## Objectives

- To identify how much time is required to complete a CMR and explore if beneficiary demographic, medication, and disease related factors are associated with CMR completion time.

## Methods

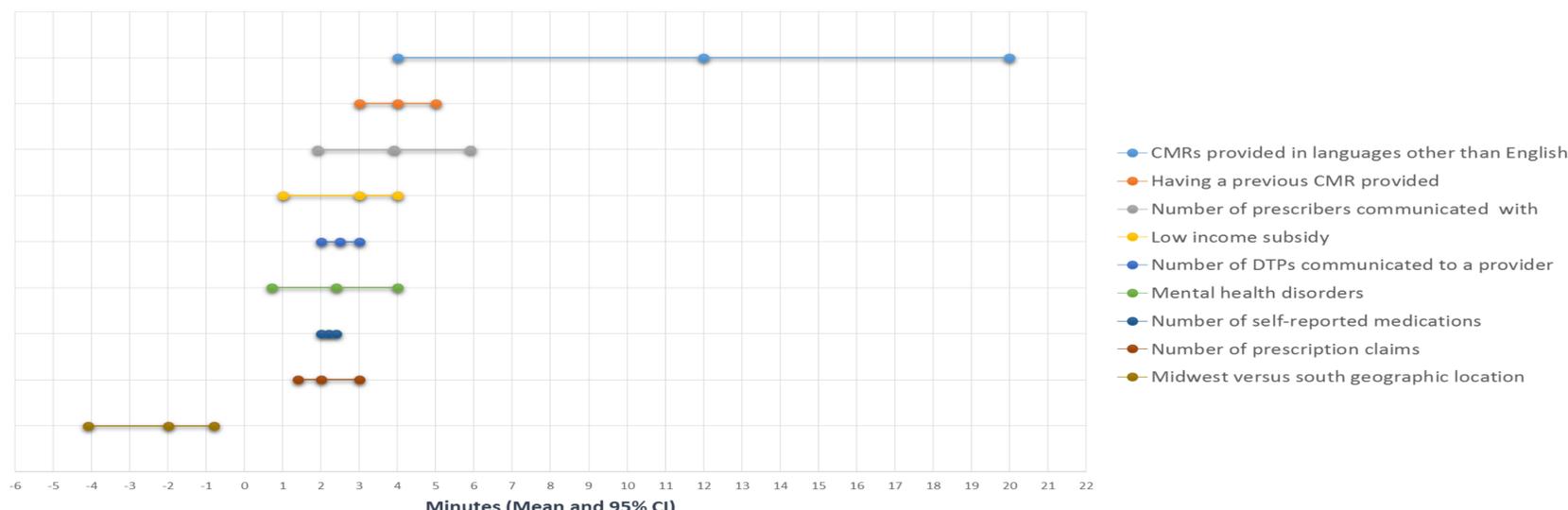
- **Population:** WellCare Health Plans, Inc. MTM eligible beneficiaries who received a CMR by a pharmacist during 2013.
- **Design:** Retrospective cross sectional study.
- **Outcome:** Total CMR time spent during the interactive consultation and documentation time, measured in minutes.
- **Covariates:** Demographic characteristics, plan type (PDP v. MAPD), medication and disease related variables, recipient of a CMR during past year, required use of a translator, whether CMR involved an interview with a caregiver.
- **Statistical analyses:** Linear Mixed model using stepwise regression for variable selection, accounting for clustering by CMR provider.

## Results

- A total of 4,108 CMRs conducted by pharmacists were included in this analysis. The mean total CMR time was 62±26 minutes. A significant regression equation was found, with an R<sup>2</sup> of 0.26. Table 1 shows the characteristics of the study population.
- Total CMR time increased by 2.5 minutes 95% CI [2,3] for each drug therapy problem reported to a provider, 2.2 minutes [2,2.4] for each self reported medication, and 2 minutes [1.4,3] for each prescription claim. (Plot 1)
- CMRs provided in languages other than English, patients with a previous CMR provided, those from low income subsidies, and disease state of mental health were associated with increase in total CMR time (12,4,3, and 2.4 minutes, respectively). (Plot 1)
- Patients from the Midwest geographic location had a 2 minute reduction in total CMR time compared to patients from the South. (Plot 1)

Characteristic for N=4108 CMRs Conducted by Pharmacists	
Time on CMR call in minutes (Mean±SD)	32±14
Documentation time in minutes (Mean±SD)	30±19
Member age at time of CMR in years (Mean±SD)	68±11
Number of medications in from prescription claims (Mean±SD)	11±3
Number of self-reported medications (Mean±SD)	5±3
Number of prescribers communicated with following CMR (Mean±SD)	0.76±0.8
Number of drug therapy problems/opportunities communicated to prescribers (Mean±SD)	1.4±1.8
Number of disease states derived from RxHCC codes (Mean±SD)	7±3
CMRs conducted in English (%)	3939 (96)
Female members (%)	2752 (67)
Low-income subsidy members (%)	3049 (74)
Stand-alone prescription drug plan (PDP) members (%)	3774 (92)
Recipients of a previous CMRs documented (%)	1476 (36)

**Forest Plot for the Factors Associated with Change in Total CMR Time**



Forest Plot 1.

## Conclusion

- We identified several factors strongly related to the total amount of time for completing a CMR.
- Overall, we explained 50% of the variation in total CMR time based on a set of variables related to patient disease, demographic, and medication-related factors.