In This Issue!

- NOW HEAR THIS! MirixaPro^{SM} Clinical Quick Picks Updated, Expanded!
- MirixaPro^{SM} Platform Tip: Work One Case at a Time
- Managing Users: Deactivation and Protecting PHI
- Best Practice Tip: Declining a Case Using the Appropriate Reasons
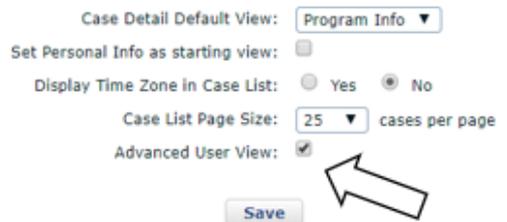- NEW: *Thanks for Asking!* Answers to your questions about MirixaPro^{SM}

NOW HEAR THIS!
MirixaPro℠ Clinical Quick Picks Updated, Expanded!

We recently updated and expanded clinical quick pick recommendations in the MirixaPro^{SM} platform for both prescribers and patients.

Did You Know? You can use clinical quick pick recommendations even more quickly by enabling Advanced User View (AUV) on the "My Account" page. Once you start typing a word or keywords in the Assessments and Plans or Patient Medication Action Plan section, the MirixaPro platform will immediately display relevant quick pick recommendations for you to select from.

MirixaPro℠ Platform Tip: Work One Case at a Time

With the hectic schedule that many of us keep, it's easy to fall into the habit of multi-tasking as we try to solve our daily time crunch. Maybe this sounds familiar to you ... "Hmmm, I'll just do *this* one thing while I wait for *that* to finish."

When working with patients using the MirixaPro^{SM} platform, accurate documentation is critical to ensure that the patient's health record is correct and up to date. Working only *ONE* case at a time helps to minimize the risk of incorrect or incomplete patient documentation.

As a provider utilizing the MirixaPro platform, it is your responsibility to accurately document the service as you provide it to your patients. That means making sure that you log the correct information into the correct MirixaPro case for the correct patient. Focusing on one patient at a time, and only having one case open at a time, will help ensure that the information you are providing to the member and the health plan is the right info and that it is documented correctly.

Managing Users: Deactivation and Protecting PHI

Most pharmacy groups have the authority to create, edit, and deactivate user accounts that have access to your pharmacy's patient information within the MirixaPro℠ platform. By keeping your pharmacy user accounts current, you can control access to your MirixaPro queue. This is one important way to keep patient health information (PHI) secure.

It is very important for group administrators to give permission only to individuals who are authorized to have access to PHI. If an employee has left the company, or no longer needs to complete Mirixa cases and/or run reports on the MirixaPro platform, please make sure to deactivate that user. Keeping users active after they are no longer employed with your organization poses a high risk of sensitive information being accessed and shared with unauthorized individuals.

As a best practice, you should download a list of users periodically so that you can review your current users and their permission levels. To generate an up-to-date list, log in to MirixaPro and download a "Pharmacy User Information" report from 'Reports' section of the Admin Tools. The report will provide you with user information and the date an individual last successfully logged in. After reviewing your pharmacy's user list, you can identify and take action on any individuals who **should no longer** have access to your MirixaPro queue. Users can be easily deactivated using the *User Settings* or *User Account Manager* tabs in the Admin Tools section of MirixaPro.

Please note that each month, as part of Mirixa's ongoing security protocol, MirixaPro users who have not logged in during the past 12 months will be automatically deactivated.

REMINDER: When Declining a Case, Be Sure to Use the Appropriate Decline Reason

You will occasionally need to decline a case, either because the patient does not want to participate in the service or the service cannot be performed for other reasons. When declining a case, record the *appropriate* decline reason to ensure that the patient service record is accurately documented.

There are 7 distinct decline reasons listed in the MirixaPro℠ platform for Comprehensive Medication Review (CMR) cases in Medication Therapy Management (MTM) programs. The 7 reason codes are:

- Could not be reached or is unavailable for service
- Could not be reached: incorrect or missing phone number
- Not interested in Medication Review
- Not interested in Medication Review and requests prescriber not be contacted
- Declines MTM services permanently (Opt Out)
- Indicates patient is disenrolled
- Patient deceased

Based on information you receive from the patient or authorized caregiver, or the circumstances preventing you from performing the service, you must select the appropriate reason for declining the case from the reasons listed in MirixaPro. For an explanation for each reason listed above and to clarify the circumstances in which it should be selected, **click here**!

Q.

Can technicians and students help with cases?

A.

Absolutely! Technicians can help with a variety of tasks, including: offering the service, scheduling appointments, pre- and post-service documentation, and delivering the patient handout (required for CMR services). On top of these functions, where permitted, pharmacy interns/externs under direct supervision of a pharmacist can provide services. A pharmacist should review and confirm case information before submitting for billing. For further guidance, check your state's Board of Pharmacy regulations.

A clinical administrator can add user accounts for new technicians and interns/externs who need access. (Remember to immediately deactivate any user who is no longer working at your pharmacy.)

For interns/externs, maximize your time by setting up a user account before their start date. You can use the Video Tutorials training course on the "Training & Support" page as part of their orientation, and they can hit the ground running!

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Monday - Friday 8:30am-5:30pm ET or visit 'Contact Support' on the MirixaPro platform.

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