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Don't Miss Out on Important Communications from Mirixa!



Periodically, Mirixa sends important communications to the email address you have provided in your user account. These emails include: notifications of new cases assigned to your pharmacy, compliance and best practice tips, announcements on new program services, new features and enhancements to the MirixaProSM platform, as well as meaningful messages related to training and clinical references/resources.

Instruct all MirixaPro users at your pharmacy to check the email address provided under "My Account" in the MirixaPro platform, and confirm or update the information if needed. Remember each individual who uses MirixaPro should have their own user account and should never share MirixaPro log in credentials.

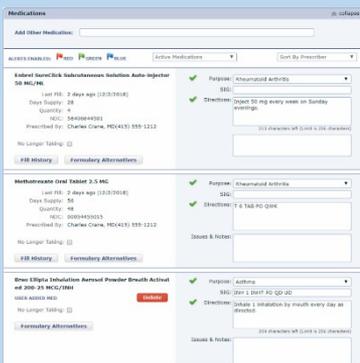
Call Mirixa Support at (866) 218-6649 if you need help.

Are You a Pro?

It's time to put your MirixaPro knowledge to the test!

Review the attached case documentation and see if you can spot the errors included. How would you correct them?

After you review the case example, you can view solutions on the second page of the document.



Two Important Things to Know About Tracking Patient MAP/PML Documents

1. Medicare MTM Programs **DO** require non-delivery tracking of MAP/PML documents
2. Adherence and Star Ratings programs **DO NOT** require non-delivery tracking of patient documentation

CMS requires that for Medicare MTM programs the pharmacy must deliver the MAP/PML document to the patient (or the representative who participated in the CMR service on behalf of the patient) **within 14 days** after a CMR has been completed.

During the CMR, **it is important to verify the patient's mailing address** and update the patient case if necessary so that the MAP/PML and/or other follow-up documents are delivered promptly and do not get returned due to a bad address. If the CMR is performed in person, the MAP/PML documents should be hand-delivered to the patient following service delivery. If the service was

performed via telephone, the MAP/PML documents must be mailed in order to reach the patient within the 14-day time frame.

If a mailed MAP/PML document is returned to the pharmacy, the pharmacy should promptly confirm the correct address to which the MAP/PML should be sent and resend it to the patient regardless of when it was returned. It's important that the patient receive this vital information related to the service.

- If the MAP/PML can be resent within the initial 14-day window, it is not necessary to log the return date in MirixaPro.
- If the MAP/PML document cannot be resent to the patient within the initial 14-day window, pharmacy personnel **must** document that the MAP/PML document was returned to the pharmacy within closed case in the MirixaPro platform including the date which the MAP/PML was returned.



It is important to note that **ONLY Medicare MTM** programs require a service provider to track and document if the MAP/PML is NOT delivered to the patient within the 14-day time frame. Adherence and Star Ratings programs DO NOT require tracking of document delivery at all. That's right! There is no tracking required for any documentation that is returned for Adherence or Star Ratings programs. Please do not use the closed case view to enter or track any returned documentation for these cases.

For more information on opt-outs or delivering a MAP/PML, refer to the Medicare MTM Program Service Description (PSD) for further details.

The Sun is Setting on 2018 MTM Programs

2018 Medicare MTM Programs are drawing to a close. Now is the time to address any open cases you may have. Due to the time of year, there is no opportunity to extend cases beyond their expiration dates.

As a reminder, cases may be removed from the queue early for administrative activity or may be released with less than the full time frame available prior to end of year, so address any open cases as quickly as possible in order to ensure you have the opportunity to serve your patients' needs.



You're on Track to Close Your Cases by Their Year-End Due Date... Now What?

Let's make sure your staff is ready to efficiently deliver high quality services in 2019. We invite you to explore the following training options:

MirixaPro Platform Training – The “[MirixaPro Platform Training](#)” link on the [Training & Support page](#) offers a full training course with lessons organized by each section of the platform. New users can take the full training course. Experienced users can get a quick refresher by selecting from individual lessons, or even parts of lessons, within the training course.



Comprehensive Medication Review – For training on MTM and delivering a comprehensive medication review (CMR) with MirixaPro, watch the **MTM Training** video in the Webinars section of [Training & Support page](#). On the [Clinical Reference and Resource page](#), you can also print out

the [CMR Documentation Example](#) to see how your documentation in a case corresponds to a patient handout.

Thanks for Asking!



Lisa Giglio,
VP, Client Services

Q.

Do you believe that Santa Claus is real?

A.

This age-old question is one that mystifies many people this time of year. As for me ... I believe that Santa, and his magic, is indeed real. While I can't tell you exactly where his home is located at the North Pole, I do believe his love and generosity live eternally in the hearts of each of us.

I wish you all a wonderful holiday season and a Happy New Year!



Mirixa Support:
(866) 218-6649

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

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