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MirixaPro Documentation Reminders for Medicare

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Declining a CMR/MTM Case due to Permanent Opt Out

Patients are not obligated to participate in the MTM programs and may choose to decline a CMR service for various reasons. The patient can decline a single CMR service, decline the CMR and ask that his/her prescriber not be contacted, or permanently opt-out of the MTM program. When the pharmacist needs to decline a CMR case using the decline reason of “Declines MTM service permanently (Opt Out)”, the MirixaPro platform will prompt and require the pharmacist to document the name of the person who permanently declined the service and the person’s relationship to that patient.



Tracking Returned MAP/PML Document

The pharmacy must send 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 the CMR is completed. It is a best practice to verify the patient/representative address during the service to ensure the PML/MAP can be correctly delivered.

If a mailed MAP/PML document is returned to the pharmacy before the 14-day window after the CMR delivery date has elapsed, the pharmacy must try to obtain and verify the correct address to which the MAP/PML should be mailed and then resend the document to the patient. However, if the MAP/PML document was returned and cannot be provided to the patient within 14 days of the CMR delivery date, pharmacy personnel must document in the CMR closed case view of MirixaPro that the MAP/PML document was returned to the pharmacy and the date on which it was returned.

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

CVS Caremark Adds Statin Omission Care Gap to Adherence Program Cases

New Statin Omission = Potential Additional Case Volume and Income

CVS Caremark adherence programs are designed to engage pharmacists, patients, and prescribers to address a patient’s medication non-adherence, address omissions in care, and provide first-fill counseling in order to improve health outcomes. When patients are identified to receive counseling, pharmacists have the opportunity to educate and counsel patients on the importance of adherence to their prescribed regimens for medications used to treat chronic conditions.

The 2018 CVS Caremark adherence program cases feature a new Statin Omission Alert which may mean additional case volume and incremental income to your pharmacy. Click [HERE](#) for complete details about the importance and benefits of working all of your adherence cases!

Targeted Program

Best Practices

Follow these [best practice tips](#) to get the most from Targeted Programs in your MirixaProSM queue:

1. Start on Your Cases Early
2. Send Recommendations to Prescriber
3. Hit Your Requirements

For complete details on these tips, [CLICK HERE!](#)



COMPLIANCE TIP:



Need to dispose of PHI? Don't just dump it!

Recent transitions to electronic records often leave paper records behind which require disposal. While you may want to recycle all of that paper waste, don't simply deposit those stacks of paper into the recycle bin. All documents containing PHI must be disposed of properly.

According to the U.S. Dept of Health & Human Services, for PHI in paper records, the paper must be shredded, burned, pulped, or pulverized so that PHI is unreadable, indecipherable, and cannot be reconstructed.

Mishandling PHI can be devastating for your patients, but it could also be a costly mistake for you and your pharmacy.

Thanks for Asking!

Answers to your questions about the MirixaProSM platform - process, programs, and more!

Q.

Help! I am no longer receiving the MirixaPro email notifications when there are new cases in our pharmacy queue. How do I update my email address so I can get those emails again?

A.

Updating or verifying your email address is simple. Log onto the MirixaPro platform, click on the "User Name" drop down and choose "My Account" (located at the center top of page). Next scroll down to "Email". Here you can check to see if your e-mail address is listed correctly or you can change your email address. When you finish updating your email, just click "Save". That's it!

By the way, if there are other pharmacists at your location, suggest they log in and verify their email address as well to make sure that everyone's information is current.



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