



United Healthcare Telehealth Program Relaunch

Now Titled: Pharmacy Care Hub Program

CPESN USA

Antitrust Guidelines

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- 2. All participants should limit discussion to the topics set forth on the agenda and to the activities of the local network;*
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Agenda

- United Healthcare Update – Kristi Fowler and Heath Sharpton
- Review Updated Pharmacy Care Hub Model
- Eligibility Lookup Tool
- Implementation Guide Updates
- Best Practice Sharing

Reminders

- **Overall Goal:** Decrease emergency department usage.
- Utilize SNOMED CT Codes via the eCare Plan that have been mapped to CPT Codes by UHC to help pharmacists be paid for services.
 - Ultimately will transition to CPT Code billing



Pharmacy Product Solutions

Transform Pharmacist Engagement & Care Delivery Models

Prepared for CPESN

Kristi Fowler, RPh
Director, Medicaid Pharmacy Growth & Innovation

Last Updated: October 18, 2024

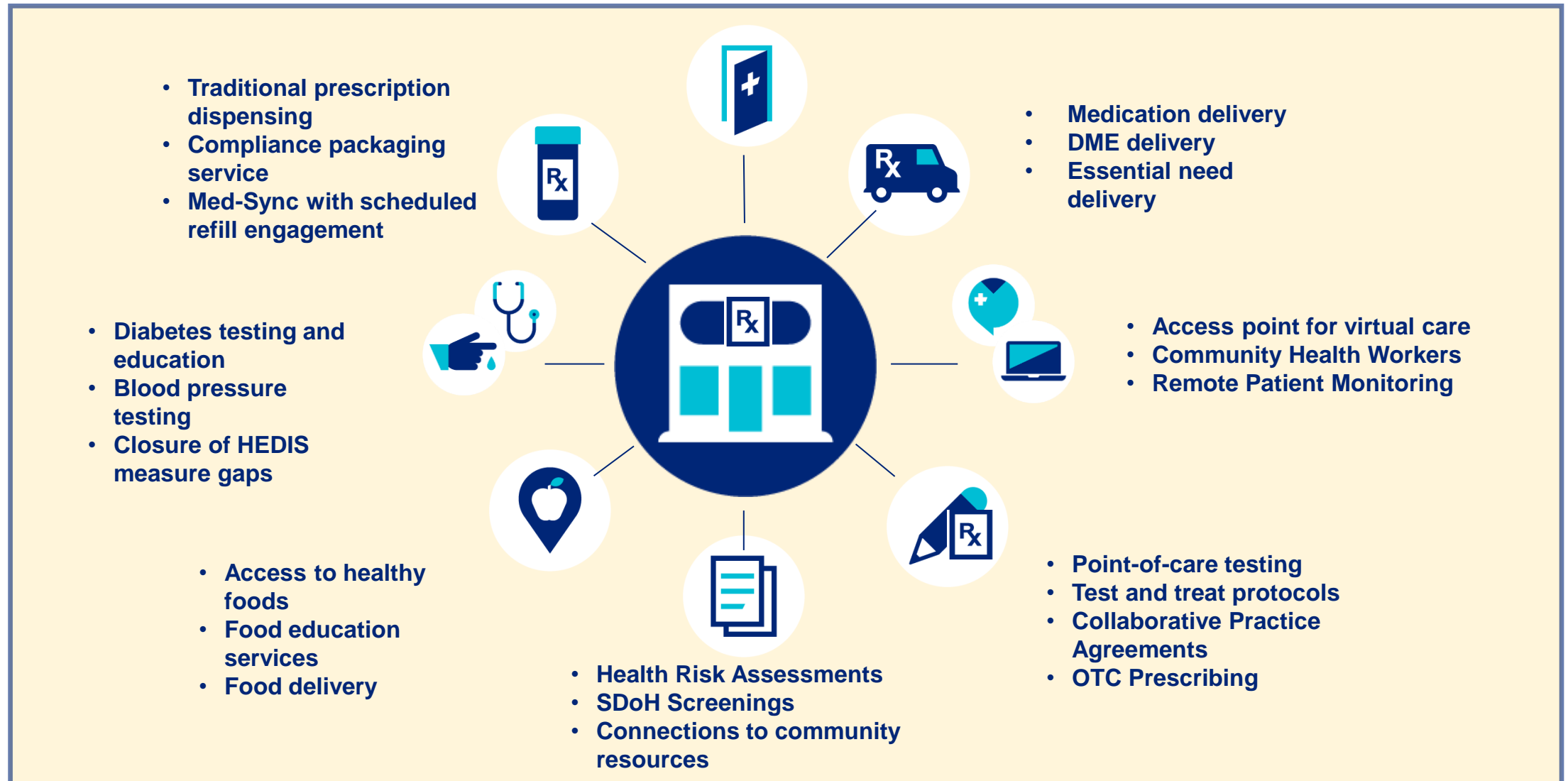
United
Healthcare



Pharmacy Care Hubs

United
Healthcare

Community Pharmacy Care Hubs – *Increasing Access to Care*



Rx Innovations & Partnerships | Pharmacy Care Hubs - Telehealth

Connect to care—from your local pharmacy

We're teaming up with local pharmacies to offer our members a virtual care option with UHC Doctor Chat. Skip the waiting room and visit with a health care provider online. Providers are available anytime the pharmacy is open and can answer questions, big or small.

At the pharmacy, you'll have access to your online visit on a pharmacy computer or tablet located in a private space. The pharmacy staff will help you log in to your online visit, too.

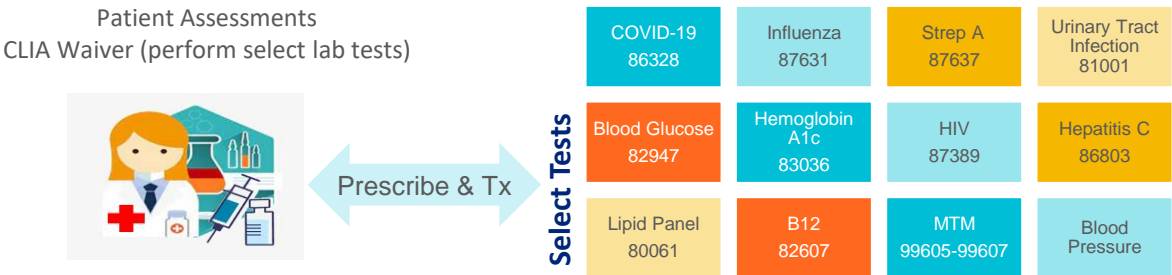
Use **UHC Doctor Chat** for:

- Sick kids
- Coughs, fevers, sore throat
- Earaches, stomach pain, diarrhea
- Rashes, allergic reactions, animal/insect bites
- Back/abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- General health questions



Increasing **access to care** in medically underserved and health professional shortage areas by leveraging **community pharmacy** locations as a **hub for care**, through a **collaborative effort with pharmacist**, to implement telehealth programs that will provide acute and primary care services, improve outcomes, and close gaps in care in communities that need healthcare the most.

Pharmacist Provider Extended Care Team



- Doctors can prescribe medications and refill prescriptions (no controlled substances)
- Ask general, urgent, and behavioral health questions
- Ask about medication side effects
- **Doctors can order tests, vaccinations, and therapeutic injections to be performed in the moment by an on-site pharmacist at your CPESN location.**
- Lab/test results can be reviewed with a UHC Doctor Chat provider



Virtual Primary Care

- General, urgent, and behavioral health questions
- Doctor Chat can prescribe medications and refill prescriptions (no controlled substances)
- Doctor Chat can order tests, vaccinations, and therapeutic injections to be performed by an on-site pharmacist
- Lab/test results can be reviewed with the Doctor Chat provider

Acute Conditions

- viral illnesses, musculoskeletal complaints, reassurance (second opinions, allergies (seasonal or allergic reactions), skin conditions, UTI, ear pain, respiratory infections

Routine Health Maintenance

- review labs and testing
- screening recommendations

Wellness Coaching

- weight loss, tobacco cessation, stress management, exercise management

Women's Health

- menopause, birth control options, family planning, pregnancy related complaints, vaginitis

Adult Chronic Diseases

- hypertension, diabetes, hyperlipidemia, asthma, COPD

Chronic Skin Conditions

- acne, eczema, psoriasis

Behavioral Health

- anxiety, depression, adjustment disorder, insomnia

Specific Pediatric Conditions

- growth and development, feeding problems, behavioral concerns

Rx Innovations | Telehealth via Pharmacy Care Hubs

Key Marketing Opportunities

- Tile Cards on the health plan's **Featured Program and Benefits** page
- Links and call-out to the program under **Well and Sick Care**
- **Flyers and posters** available at participating pharmacies
- **Bag tags** for eligible patients

Benefits & Features

Expand All



Well and Sick Care

Get the assistance you need to be at your best — or to get better if you are injured or sick. That includes:

- **Hospital Care.** You pay nothing for care in a hospital.
- **Medicines.** Fill your prescriptions at local pharmacies.
- **Lab and X-rays.** Lab tests, x-rays and diagnostic imaging are covered.
- **Care Coordinator.** Someone to help you live on your own at home if necessary.
- **Nurse Hotline.** Speak with a registered nurse 24/7.
- **Well Visits.** Annual checkups can help keep you healthy or reach your potential.
- **Virtual Care.** [UHC Doctor Chat](#) . Chat with a doctor 24/7.
- **Connect to Care.** Access virtual care from a local pharmacy. Learn more [English](#) | [Español](#)

Featured programs and benefits



Connect to care — from your local pharmacy

We're teaming up with local pharmacies to offer our members a virtual care option with UHC Doctor Chat. Skip the waiting room and visit with a health care provider online. Providers are available anytime the pharmacy is open and can answer questions, big or small.

At the pharmacy, you'll have access to your online visit on a pharmacy computer or tablet located in a private space. The pharmacy staff will help you log in to your online visit, too.

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- Back/abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- General health questions

Depending on symptoms during the video chat, the provider might suggest getting a rapid test. Here's some good news — you can get the test right there at the pharmacy.

Get started today

Find a local pharmacy offering UHC Doctor Chat

To find a local pharmacy offering UHC Doctor Chat, click here [English](#) | [Español](#)

ASKK LLC dba Southside Discount Pharmacy
3085 Waughtown Street, Winston-Salem, NC 27107
1-866-907-1935

Broad Street Pharmacy
8055 Broad Street, Rural Hall, NC 27045
1-888-327-5250



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Get started today

To find a local pharmacy offering UHC Doctor Chat, click here [English](#) | [Español](#)

Questions? Call Member Services at 1-866-930-4021, TTY 711

Scan here!

Get started today

To find a local pharmacy offering UHC Doctor Chat, please visit uhccp.com/VATelehealthhub or scan the QR code with your smartphone.

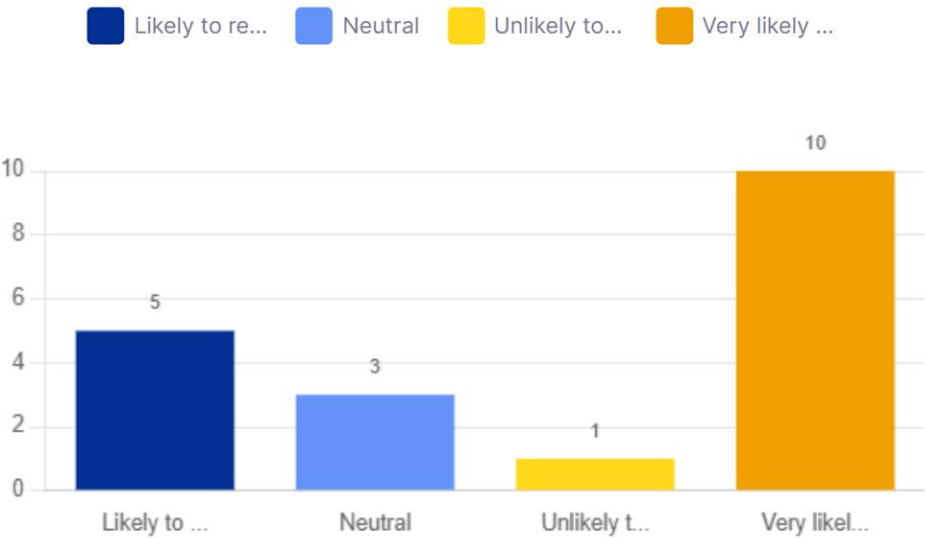


Questions?
Call Member Services at
1-844-752-9434, TTY 711



Pharmacy Care Hub Survey Feedback

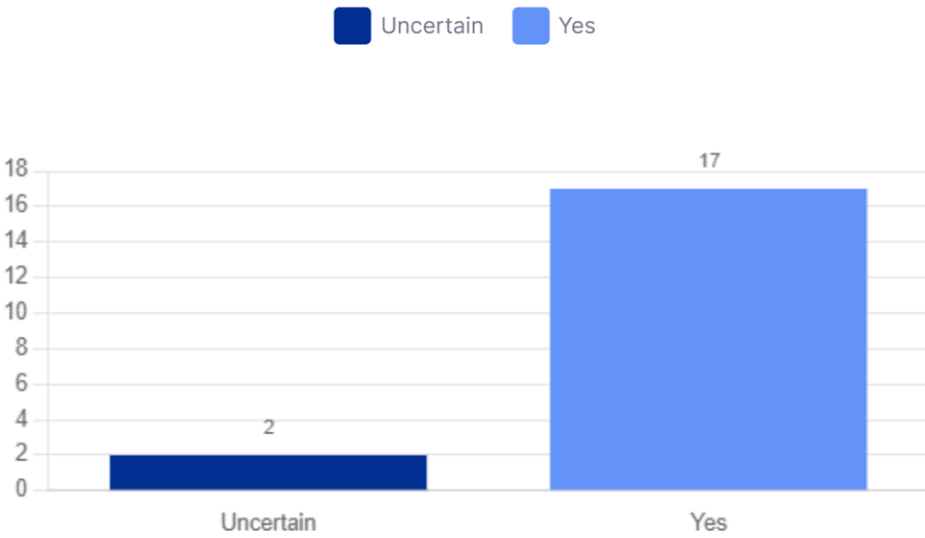
Recommendations for Other Networks



smartsheet

October 17, 2024 at 7:34 PM
EDT

Re-enrollment Status



smartsheet

October 17, 2024 at 7:35 PM
EDT



What could have gone better??

NEED MORE PROMOTIONAL MATERIAL
TO HAND OUT TO PATIENTS

We are very eager for approved flyers/mailers to eligible patients. We believe that when patients receive the information from their plan it will help patients understand that we are working together and hopefully encourage them to ask about the services themselves.

Patient transportation to the pharmacy negatively impacted the patients we could help. Patients did not want to use the covered ride service because it was unreliable. We live in an area that has good internet coverage, so being able to help patients remotely get set up with Dr Chat would be a way to increase use of this tool.

MORE VIDEO WITH PRESCRIBER, PEOPLE DON'T
WANT TO JUST CHAT

This was a very rough start. The doctors really didn't offer much advice to the patients and ended up referring them to another doctor. There is a lot of information that the older patients need to have to login as well.

I think it will take some time for patients to remember and put their pharmacy top of mind when needing a sick visit or test done.

Lack of response from the patients.



What has gone well.....

We had 2 patients receive a telehealth visit with us. The onboarding with UHC and access to the telehealth doctor was a smooth process.

Visibility of the pharmacy as a place to receive care, helping patients troubleshoot some issues and the role the pharmacy can play in helping with these issues (with compensation outside of dispensing a product)

I think the program is a great idea and shows that United Healthcare knows how valuable pharmacists are and are making strides to close the gaps for healthcare access.

Patient acceptance of the services has been very positive. I believe that as the popularity grows, it'll be more evident to UHC

The opportunity for interaction with patients that UHC deems valuable enough to provide this program. Identifying patient problems and educational needs provide our staff with opportunities to use their clinical skills beyond just filling prescriptions.



Rx Innovations | Telehealth via Pharmacy Partnerships

Key Marketing Opportunities

- Focused **member mailings** – postcard
- **Blogs/Articles**
- Social Media - **LinkedIn**



Michael B. Roaldi • 1st

SVP, Growth at UnitedHealthcare Community & State
1w •

Thank you to Tameeka Smith and Kristi Fowler for the great work you've done to launch the UnitedHealthcare Rx Hub-Telehealth program in Virginia! By collaborating with pharmacists that are part of CPESN Networks, Medicaid ...see more



PAYER, PURCHASER AND PARTNER UPDATE
UnitedHealthcare Rx Telehealth Pilot
CPESN® Virginia
Success Story #168



Connect to care—from your local pharmacy

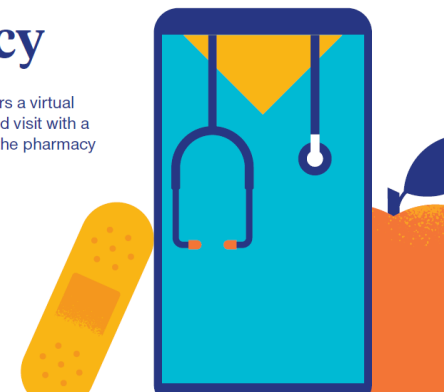
We're teaming up with local pharmacies to offer our members a virtual care option with UHC Doctor Chat. Skip the waiting room and visit with a health care provider online. Providers are available anytime the pharmacy is open and can answer questions, big or small.



Learn more

Scan the QR code with your smartphone.
Or visit uhccp.com/VAtelehealthhub to find a local pharmacy offering UHC Doctor Chat.

If you are having an emergency, contact 911 or your emergency services provider.



Hear what **CPESN Pharmacists** are sharing ...



Member Vignette | *Meet Silvia*



Meet Silvia.
Silvia needed care for her daughters right away. Their primary provider could not see them the same day and driving to the nearest city for urgent care was not an option.



Silvia remembered that her local pharmacy was now offering virtual care visits.



United
Healthcare
Community Plan

Doctor Chat

A pharmacy team member was able to help connect Silvia and her children to a Doctor Chat provider right away to evaluate the girls, one after the other.

The pharmacist was able to provide point-of-care testing and review it with the Doctor Chat provider to ensure the children received the appropriate care for their specific diagnosis.

Before she left the pharmacy, the mom said this was an awesome experience, 10 times better than sitting at urgent care, and she would definitely use the service again.



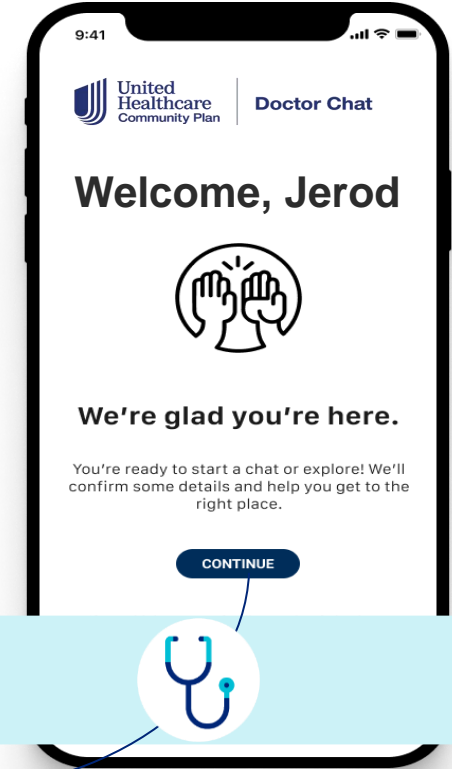
Member Vignette | *Meet Jerod*



Meet Jerod.
Jerod (58) was recently released from incarceration and having trouble finding a doctor who could see him.



Jerod was very frustrated and was so happy to have this telehealth service available at his pharmacy.



Jerod had several concerns that the pharmacy team and virtual provider were able to address. Jerod had a history of multiple strokes and was not on appropriate therapy.

A pharmacy team member checked his blood pressure, and he was started on an aspirin regimen. Additionally, Jerod received counseling for smoking cessation, started on nicotine replacement therapy (NRT), and connected with QuitNow VA.

Before he left the pharmacy with his new medications, Jerod hugged the pharmacy team member and expressed his gratitude for the services he was able to receive at the pharmacy.



Member Vignette | *Meet Earl*

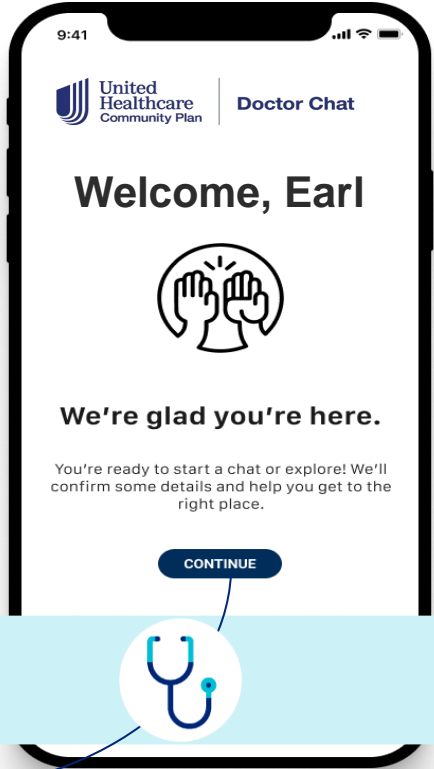


Meet Earl.

Earl (45) has **multiple chronic conditions** and is well-known at his local pharmacy but has a **history of heading to the local ER** when he needs to see a provider.



The pharmacy team began by engaging in open, **empathetic** conversations with Earl. They **took the time** to understand his fears and anxieties and assured him that his health was their top priority.



During the telehealth visit, Earl connected with a compassionate doctor who listened to his concerns, assessed his health, and recommended a personalized care plan.

With the convenience of telehealth and the comfort of Peoples Pharmacy's support, **Earl no longer sees the emergency room as his only option for medical care.**


Earl's decision to embrace telehealth service through his pharmacy was life-changing.

He gained regular access to healthcare professionals who understand his unique health needs and began to manage his chronic conditions more effectively.



Initiating Virtual Care Visits

www.myuhc.com


ENGLISH ▾


Welcome back Let's get you signed in again





Easy access to plan information anytime anywhere. Get the most out of your coverage.

[Sign In >](#)[Register >](#)

Download our app
Manage your health quickly and securely with the app.
Scan the QR code to download.







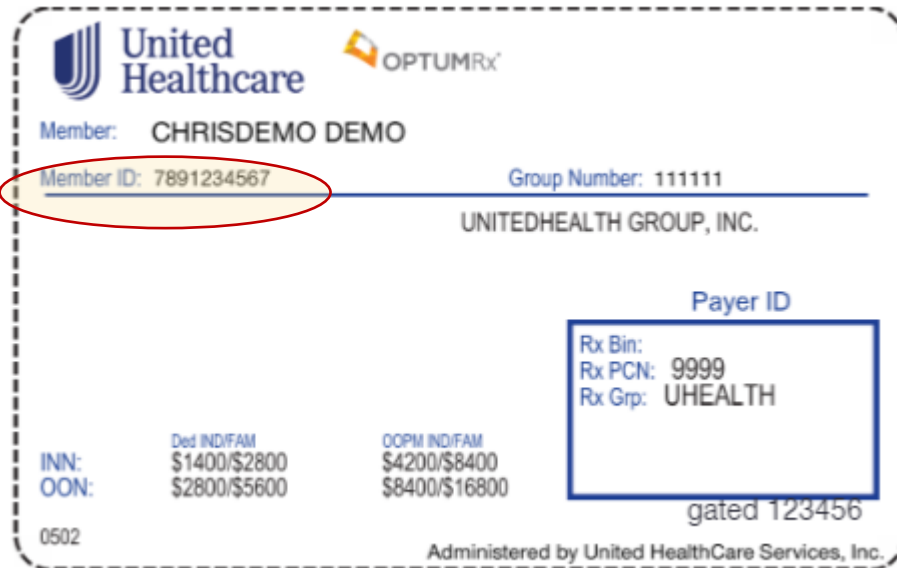



HealthSafe ID[®]

Member will need to have, or create,
a HealthSafe ID[®]

Information needed to create ID:

- Member name
- Member date of birth
- Member ID





Let's get you registered

Create your [HealthSafe ID[®]](#) to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

Last Name

Date of Birth (mm/dd/yyyy)

mm/dd/yyyy

Identification Type

[? Help](#)

Register using member ID on your UHC provided ID Card. If you have a plan through work you can also try your Social Security Number

► Where can I find this information?

Identification Number

Must contain all digits, with no special characters or spaces.

Continue



Frequently Asked Questions

HealthSafe ID[®]: One username, one password



What is HealthSafe ID[®]?

HealthSafe ID[®] is the updated, secure way to sign in to your HealthSafe ID[®] accounts. It lets you choose one username and one password to access nearly all your health benefits information.

How do I register for a HealthSafe ID[®] username and password?

Registration is a simple process you can complete using your ID card or enrollment materials. To keep your account secure, we'll ask you to confirm your email or phone number. Then you can start using your username and password to sign in each time you return.

Where can I use my HealthSafe ID[®] to sign in?

This website uses HealthSafe ID[®] now, as do many other sites. Which means you can access many of your health benefits with the ease of a single username and password.

Not sure if you have a HealthSafe ID[®]?

You can check by entering your registration information.

- If you've already registered, your name will be in the system.
- If you haven't registered yet, you can easily complete your registration by entering the rest of your information.
- You can also get help to find your username or password

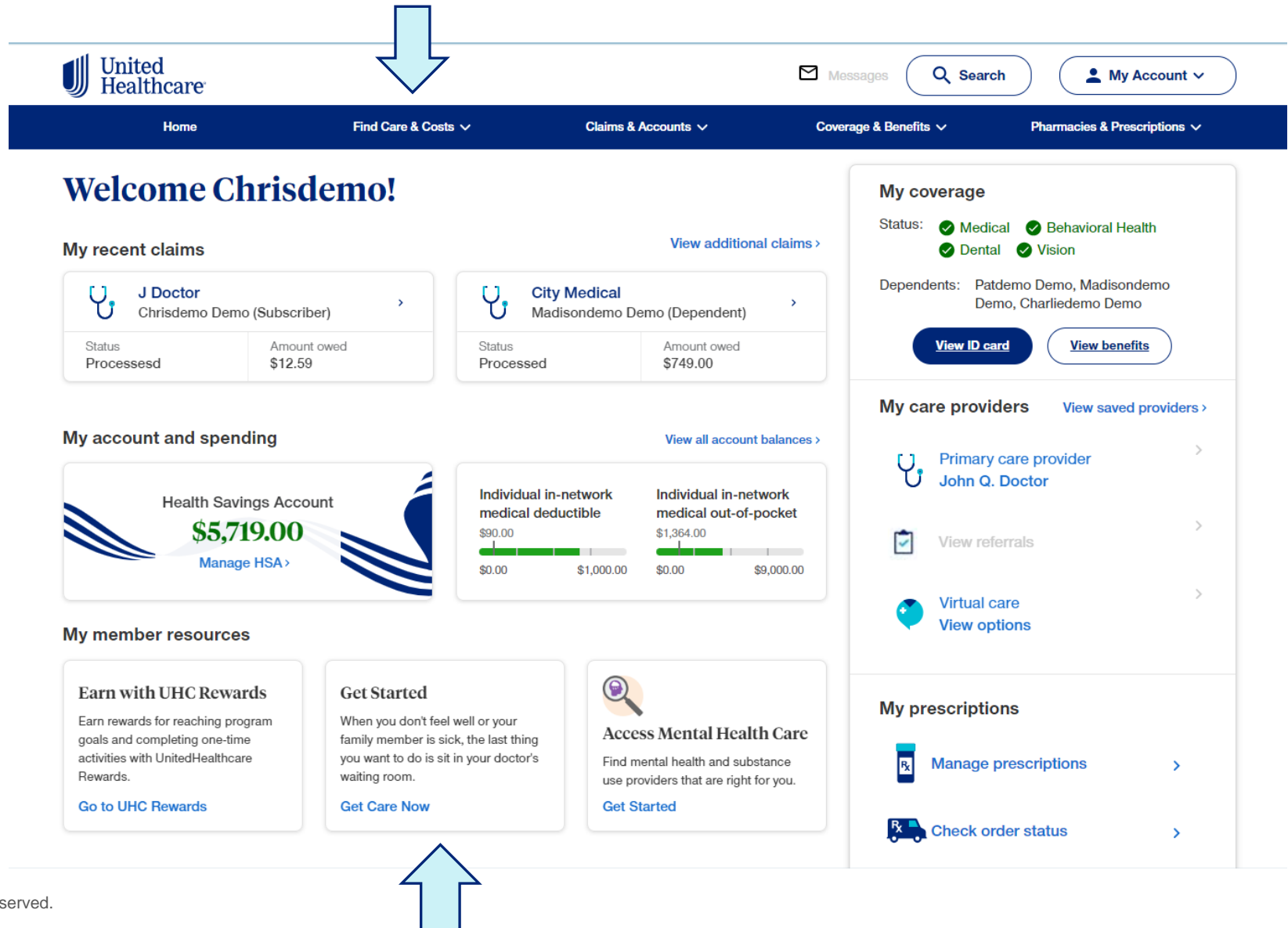
After five attempts your account will be locked for security purposes, and you will need to **call Customer Service at 1-877-844-4999, 24 hours a day, 7 days a week**, with any website or technical questions or issues.



MyUHC Member Dashboard

Myuhc.com is our **online member portal** that allows quick and easy access to plan information for UnitedHealthcare plan members.

The portal is the primary access point for connecting members to Doctor Chat for virtual care visits by selecting the **Find Care & Costs** option on the dashboard.



The screenshot displays the MyUHC Member Dashboard for a user named Chrisdemo. The dashboard is organized into several sections:

- Header:** United Healthcare logo, Messages icon, Search bar, and My Account dropdown.
- Navigation Bar:** Home, Find Care & Costs, Claims & Accounts, Coverage & Benefits, and Pharmacies & Prescriptions.
- Welcome Chrisdemo!**
- My recent claims:** Two claim cards are shown. The first is for J Doctor (Subscriber) with a status of 'Processed' and an amount owed of \$12.59. The second is for City Medical (Dependent) with a status of 'Processed' and an amount owed of \$749.00. A link to 'View additional claims' is provided.
- My account and spending:** A Health Savings Account (HSA) balance of \$5,719.00 is displayed, along with a link to 'Manage HSA'. Two progress bars show the individual in-network medical deductible (\$90.00) and out-of-pocket (\$1,364.00) relative to their maximums (\$1,000.00 and \$9,000.00 respectively). A link to 'View all account balances' is provided.
- My member resources:** Three cards are shown: 'Earn with UHC Rewards' (link to 'Go to UHC Rewards'), 'Get Started' (link to 'Get Care Now'), and 'Access Mental Health Care' (link to 'Get Started').
- My coverage:** Status is 'Medical', 'Behavioral Health', 'Dental', and 'Vision'. Dependents listed are Patdemo Demo, Madisondemo Demo, and Charliedemo Demo. Links to 'View ID card' and 'View benefits' are provided.
- My care providers:** A link to 'View saved providers' is shown. The primary care provider is John Q. Doctor. Links to 'View referrals' and 'Virtual care View options' are provided.
- My prescriptions:** Links to 'Manage prescriptions' and 'Check order status' are provided.

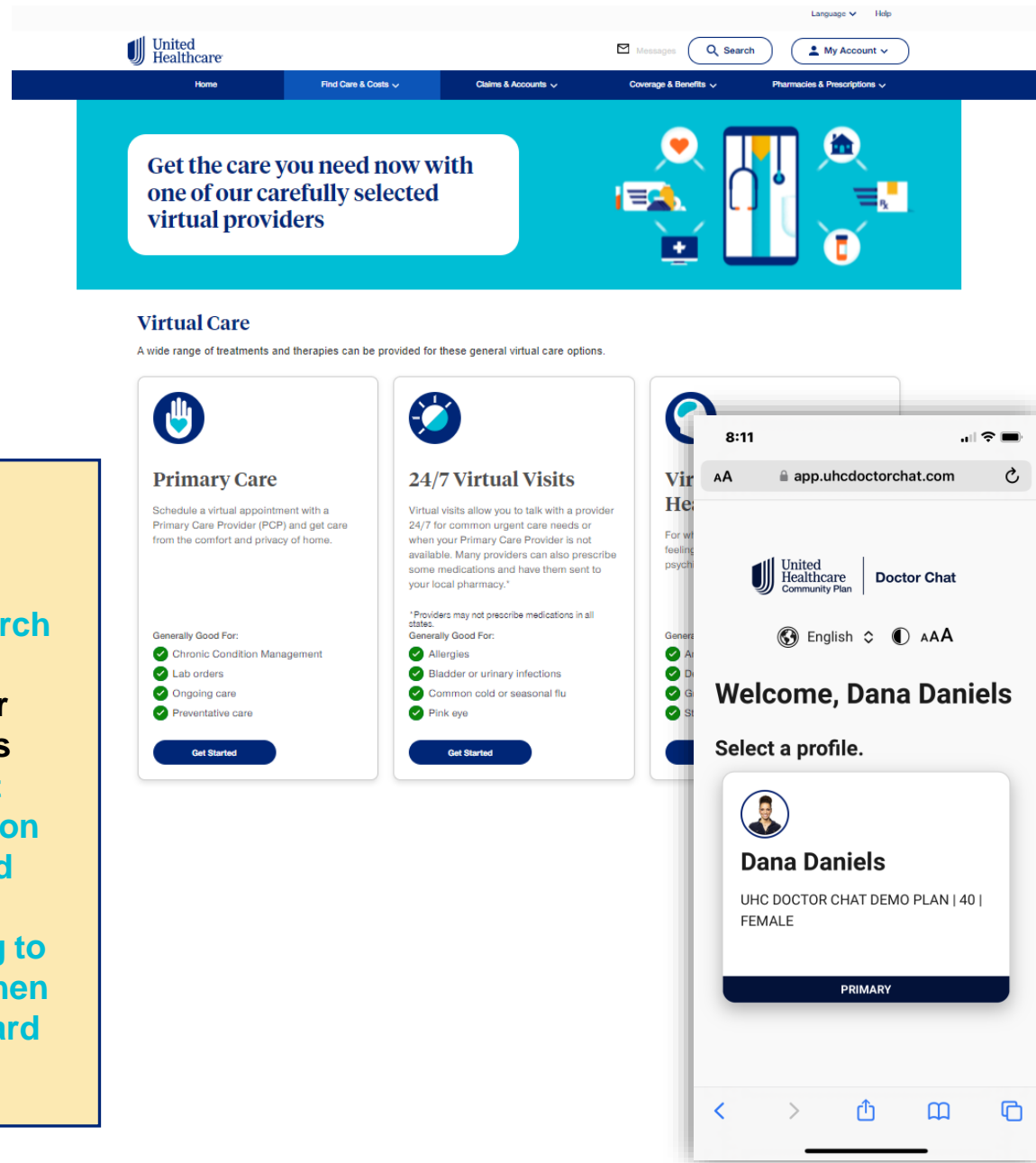
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Starting the visit

Please introduce patient and **always let the doctor know that they are joining from your pharmacy using the standard template language for our CPESN partnership below**

Intro template:

This is the Pharmacy Technician, <insert your name>, at <insert pharmacy name + address, i.e. Peoples Pharmacy, 1446 Church Street, Suite C, Norfolk, VA 23504; phone: 757-227-4677> connecting member <insert member name> who has concerns regarding <insert concern: i.e. a rash that she is having, chronic condition medication refill questions, recent lab/test results and wants to discuss next steps, general medical questions, mental health, looking to ask medical questions for themselves and then will also be looking to have a visit afterward for additional family members, etc.>.



Click on UHC Doctor Chat tile on Health & Wellness page of the myUHC member portal

A new web browser tab will open in the UHC Doctor Chat platform. Click on Patient's Profile tile.

Click 'Get Started'

Select state patient is currently located in from state drop down list, then click Continue.

Enter health information or type n/a if not applicable, then hit Continue





**For more information contact
Kristi Fowler kfowler@uhc.com**

Workflow Models for Pharmacy Care Hub

- 1. Pharmacy led services that fall within pharmacist scope and address patient need.**
- 2. Pharmacy provided services + telehealth via Doctor Chat.**

Pharmacy Eligibility Lookup Tool

- Total Eligible Patients for UHC Pharmacy Care Hub as of October 2024
 - **Florida:** 251, 535
 - **North Carolina:** 463,524
 - **Virginia:** 212,420
- Some patient's eligibility may change each month. Important to utilize the most current month's eligibility lookup tool.
 - Will be included as an excel file in email from Program Champion

Pharmacy Eligibility Lookup Tool – How to Use

- Enter Patient's Medicaid ID or Member ID in the white box and press ENTER.
 - If Member Name and DOB populates in the spreadsheet, along with eligibility expiration date, patient is eligible.
 - If ID is shown as Member Not Eligible, patient is not eligible for paid services by UHC

This tool is currently in beta mode as a solution for pharmacies participating in the UHC-CPESN Pharmacy Care Hub Program to have the ability to verify eligibility for UHC members who are not currently populated on their pharmacy-specific patient list. At this time, not 100% of eligible members will populate, but the large majority will be available. Please return the file to base status following each use by 9-ing out the look up fields used. Thank you.

FLORIDA ELIGIBILITY LOOKUP TOOL					
		Eligible Member Last Name	Member First Name	DOB	Eligibility Expiration
Enter 10-digit Florida Medicaid ID:	<input type="text" value="57981466414"/>	Fry	French	1/13/1979	10/2/9999
Enter 9-digit Member ID:	<input type="text" value="9999999999"/>	Member ID not found			

Billing Guidance

Service	SNOMED CT Code	Rate	Frequency of Services Billed
Telehealth Originating Site	Site of care (environment): 43741000	\$29.96	Each time patient has telehealth visit.
E&M 15-19 min (new)	Moderate intensity: 4901000175103	\$73.84	1 st time patient has telehealth visit.
E&M 30-34 min (new)	High intensity (qualifier value): 450511000124101	\$114.84	1 st time patient has telehealth visit.
E&M 5-9 min (established)	Light intensity: 450501000124104	\$23.24	Subsequent telehealth visits.
E&M 10-19 min (established)	Moderate intensity: 4901000175103	\$57.72	Subsequent telehealth visits.
E&M 20-29 min (established)	High intensity (qualifier value): 450511000124101	\$93.46	Subsequent telehealth visits.

Billing Guidance

Service	SNOMED CT Code	Rate	Frequency of Services Billed
MTM – New Patient for first 15 minutes	Coordination of medication regime: 1156697002	\$53.48	<ul style="list-style-type: none"> 1 time per month for first 15 min for established or new patient for baseline Up to 3 times of 15 additional minutes, which is up to 1 hour of total MTM time.
MTM – Established Patient for first 15 minutes	Medication reconciliation: 430193006	\$32.94	
MTM – For each additional 15 minutes up to 1 hour for new or established patients	Optimization of medication: 713838004	\$16.68	
Medication Administration	Administration of Medicament (18629005)	\$14.55	Depending on injections eligible for pharmacy staff administration and patient needs, up to 4 times per month (weekly basis at max).
A1c	Hemoglobin A1c measurement (intervention):43396009	\$12.09	>8 % : every 3 months < 8 %: every 6 months Screening: 1 time per year.
Glucose	Glucose measurement, blood, test strip (procedure): 104686004	\$4.89	May screen up to 4 times per month.
Lipids	Lipid panel (procedure): 16254007	\$16.70	Patients with hypercholesterolemia, lipid panel up to every 3 months Preventive screening: 1 time per year
HIV	Human immunodeficiency virus screening (procedure) :171121004	\$29.34	Preventive screening: as needed if considered high risk population
Hepatitis C	Hepatitis C screening (procedure): 413107006	\$17.79	Preventive screening: every 3 months if if considered high risk population. No previous screening: 1 time
COVID-19 POCT	Measurement of severe acute respiratory syndrome coronavirus 2 antigen: 1240471000000102	\$38.13	4 times per month
Urinary Tract POCT	Suspected UTI: 314940005	\$3.95	2 times per month

RSV POCT	Respiratory syncytial virus swab: 313274005	\$14.28	2 times per month
Influenza POCT	Serologic test for Influenza A virus : 2731000 Serologic test for Influenza B virus: 88823001	\$14.28	2 times per month
Strep A POCT	Microbial identification kit, rapid strep method: 89634005	\$14.28	2 times per month
Influenza + COVID POCT	Nasopharyngeal swab for virology received: 441366006	\$63.59	1 time per month
Influenza + COVID + RSV POCT	Nasopharyngeal and oropharyngeal swab: 433801000124107	\$142.63	1 time per month

Implementation Guide Review



CPESN Implementation Guide: UHC Pharmacy Care Hub Program

Updated 10.17.24

Program Goals:

- ☐ Determine service focus area for the program.
- ☐ Provide services to eligible Medicaid patients that address acute or chronic conditions in 2 potential workflow models:
 - o 1) Pharmacy led services that fall within pharmacist scope and address patient need.
 - o 2) Pharmacy provided services + telehealth via Dr. Chat.
- ☐ Utilize the eCare plan to document services provided in either model to successfully bill UHC.

STEP ONE: Prepare pharmacy staff and ensure staff involved review implementation guide.

- ☐ Identify a Pharmacy Champion for the program.
- ☐ Ensure pharmacy staff members participating are trained and aware of the service offering.
- ☐ Review eCare Plan Required Elements.
- ☐ Receive and review patient list. Identify the opportunities.
- ☐ Research CLIA Waived test suppliers.
- ☐ View CPESN Launch and Implementation Webinars
- ☐ UHC Doctor Chat Overview: more coming soon.
 - o Required private space (no size limitations)

Identify Pharmacy Champion

- The Pharmacy Champion is likely the pharmacy manager/owner or the clinical coordinator. They ensure the program requirements are met at the pharmacy and the service is provided. Aspects of the program can be delegated to others on the pharmacy team, but they are the team leader.

eCare Plan for Billing

- An eCare Plan is required for each encounter for documentation and billing of services.
- Click [HERE](#): Go to "Advanced eCare Plan" section and choose your technology provider for a eCare Plan recording demo.
- Requirements of the eCare plans are outlined in Step 3.

UHC Medicaid Patient Eligibility for the Program

1. Medicaid Patients with UHC coverage who are **filling prescriptions at the pharmacy AND on the patient list** received by CPESN Program Champion.
 - o
2. Any Patient with Medicaid UHC coverage that presents and is identified as an eligible patient on the **Patient Look Up Tool in the most recent excel spreadsheet.**
 - o Receive in the same email each month.
 - o If the Medicaid ID is entered and shown as Member Not Eligible, patient is not eligible for paid services by UHC.
 - o **Tip:** Each month, save the excel file on a secure work computer and have at workstation.

Understanding Service Models

Workflow Model 1: Pharmacy led services that fall within pharmacist scope and address patient need

- For Model 1, within each encounter, pharmacist should determine if MTM Services or Evaluation and Management (E&M) Services. Only one of the options should be submitted for the patient during an encounter.

Example Ideas	Service	SNOMED CT Code
<u>MTM Services</u> Must be within State's Pharmacist Scope: Chronic condition management*, medication reconciliation, administration of injectable medications (i.e., LAI or B12 only; vaccine admin fee covered by prescription insurance)	MTM – New Patient for first 15 minutes	Coordination of medication regime: 1156697002
	MTM – Established Patient for first 15 minutes	Medication reconciliation: 430193006
	MTM – For each additional 15 minutes up to 1 hour for new or established patients	Optimization of medication: 713838004
<u>Evaluation and Management (E&M) Services</u> Reference ideas from below for each state. listed within scope of practice for assessing and/or prescribing	E&M - First Time Visit (15-19 min)	Moderate intensity: 4901000175103
	E&M - First Time Visit (30-34 min)	High intensity: 450511000124101
	E&M - Established Patient Visit (5-9 min)	Light intensity: 450501000124104
	E&M - Established Patient Visit (10-19 min)	Moderate intensity: 4901000175103
	E&M 20-29 min (established)	High intensity: 450511000124101

Understanding Service Models – Pharmacist Led

E&M Pharmacy-Led Services within Scope of Practice Ideas	
FL	Assessment/Prescribing for Acute conditions, chronic skin conditions, LAIs (special requirements by Board of Pharmacy).
NC	Assessment/Prescribing for hormonal contraception, nicotine replacement therapy, glucagon, naloxone, LAI.
VA	Assessment/Prescribing for tobacco cessation, hormonal contraception, naloxone Visit the Virginia Board of Pharmacy Website for a complete list: Click here .

Understanding Service Models – Pharmacist Led

MTM Services: Chronic Condition Management* Examples

- **Diabetes: Encounter Resource – Click [here](#).** (disregard additional snomed codes listed)
 - Educating patients on proper insulin usage/administration.
 - Education about proper use of blood glucose monitoring device.
 - Educating and addressing care gaps with patients (i.e., statins, ACEi/ARBs).
 - Addressing care gaps.
 - Education about non-pharmacological approaches to diabetes care.
 - Immunization screening.
- **Asthma Encounter Resource – Click [here](#).** (disregard additional snomed codes listed)
 - Creating / discussing asthma action plan
 - Educating on correct use of short-acting and maintenance inhalers, including correct inhaler technique.
 - Performing Asthma Control Test on patient and educating / providing interventions.

For any findings that are out of range or anything that should be referred to another provider, connect patient with DrChat Provider or existing Primary Care Provider

Understanding Service Models – Pharmacist Led

Example Scenario

Birth Control Options – Pharmacist Led Workflow

A **new** patient that is eligible per the Eligibility Look Up Tool [inquires](#) about birth control prescribing at the pharmacy. Pharmacist evaluates and assesses the patient per protocol and determine appropriate hormonal contraceptive. The pharmacist writes the prescription per the protocol. Patient is provided the prescription and is told that they can **have the prescription filled at the patient's pharmacy of choice**. Chooses to fill at pharmacy.

Step 1	Patient arrives: Is the patient eligible with UHC? <ul style="list-style-type: none">• Yes – go to Step 2
Step 2	Pharmacist performs Evaluation and Assessment per scope of practice. <ul style="list-style-type: none">• E&M 20-29 min (new): Moderate intensity 4901000175103 ; \$93.46
Step 3	If appropriate, pharmacist provides patient with prescription.

Understanding Service Models – Pharmacy Provided Services + Telehealth via DrChat

Workflow Model 2: Pharmacy Provided Services + Telehealth via DrChat


- **Goal:** establish care for eligible UHC Medicaid patients without a provider with the goal of decreasing use of emergency department.
- **Pharmacist Roles in Telehealth Model** (billable via the eCare Plan)
 - Work-up patient and help connect the patient with DrChat on the iPad.
 - Provide any point of care testing that may be relevant for patients as ordered by the DrChat provider.
- **Common scenarios for a patient seeking out these services:**
 - Needing prescriptions prescribed to be written by a provider as a follow-up to a ED visit or issues connecting with existing primary care options.
 - Acute condition diagnosis and treatment.
 - Chronic condition management that can only be done by a MD, PA, NP.
 - Order labs or tests to help with diagnosis.
 - A more comprehensive list is provided in the chart below.

Understanding Service Models – Pharmacy Provided Services + Telehealth via DrChat

Example Telehealth Services via UHC DrChat	
Acute Conditions	upper respiratory infections, GI illness, Viral illness, musculoskeletal complaints, allergies, skin conditions (cellulitis, rash), UTI, ear pain, reassurance (second opinion)
Routine Health Maintenance	Review labs
Wellness Coaching	Weight loss, tobacco cessation, stress management, exercise management
Women's Health	Menopause, birth control options, wellness, UTI, pregnancy related complaints, vaginitis
Adult Chronic Diseases	Hypertension, diabetes, hyperlipidemia, asthma, COPD
Chronic Skin Conditions	Acne, eczema, psoriasis
Behavioral Health	Anxiety, depression, stress, insomnia
Specific Pediatric Conditions	Growth and development, feeding problems, behavioral concerns

Understanding Service Models – Pharmacy Provided Services + Telehealth via DrChat

Step 1	<p>Patient arrives: Is the patient eligible with UHC Medicaid?</p> <ul style="list-style-type: none"> • Existing Patient at Pharmacy: Check Patient List • New Patient at Pharmacy: Check Eligibility Lookup Tool • Yes: go to step 2 <ul style="list-style-type: none"> ○ Pharmacy Staff begins encounter form for patient, which allows for tracking services. ○ Patient Encounter Form: Click here. • No: Inform patient to utilize existing healthcare resources (i.e., primary care)
Step 2	<p>Technician or pharmacist assists patient with virtual set up in private area and patient proceeds with appointment.</p> <ul style="list-style-type: none"> • Billable opportunity: Site of service • Go to step 3
Step 3	<p>Does the patient need additional test(s) / lab(s) / prescription(s)?</p> <ul style="list-style-type: none"> • Yes: go to step 4 • No: Technician completes exit checklist (see below), patient departs
Step 4	<p>Pharmacist performs test and/or collects labs.</p> <ul style="list-style-type: none"> • Billable opportunity: Evaluation & Management via E&M mapped SNOMED codes – Time, Performing Tests. • Go to step 5
Step 5	<p>Pharmacist alerts Dr. Chat provider of result.</p> <ul style="list-style-type: none"> • Enter medical billing process • Go to step 6
Step 6	<p>Is a prescription needed?</p> <ul style="list-style-type: none"> • Yes: go to step 7 • No: Technician completes exit survey, patient departs
Step 7	<p>Prescription Needed:</p> <ul style="list-style-type: none"> • Dr. Chat writes Rx and technician completes exit checklist (see below) • Enter dispensing process if patient chooses to fill at your pharmacy

 Exit Checklist	
	Upload any images pertinent to visit
	Remove images from download history
	Clear all entered PHI from iPad
	Print Visit Summary
	Log out of email if accessed on device

Understanding Service Models – Pharmacy Provided Services + Telehealth via DrChat

Diabetes Management – Telehealth Workflow

A patient attributed to your pharmacy comes in complaining of frequent urination and thirst. You know they used to be on Metformin but haven't been on it for several months. They said they did a finger stick at home but the glucometer keeps saying error. You recommend they see a Dr. Chat provider because they mentioned they lost their primary care and haven't found a new one. You or your technician connect the patient and help explain the situation. The provider wants to order a finger stick and an A1c. The finger stick comes back as 249 and their A1c 10%. The provider orders a basal/bolus insulin regimen that the patient wants filled at your pharmacy (**medication to be filled at the patient's pharmacy of choice**). The patient is very uncomfortable with injections, so you offer to give them their first ones during your counseling of the new medications.

Step 1	Patient arrives: Is the patient eligible with UHC? <ul style="list-style-type: none"> Yes – go to Step 2
Step 2	Technician assists patient with virtual set up. – Billable Opportunity <ul style="list-style-type: none"> Telehealth originating site: Site of care (environment): 43741000 ; \$29.96
Step 3	Does the patient need addition tests/ labs/ <u>rx</u>? <ul style="list-style-type: none"> Yes – go to Step 4
Step 4	Pharmacist performs test and/or collects labs – Billable Opportunity <ul style="list-style-type: none"> E&M 10-19 min (established): Moderate intensity 4901000175103 ; \$57.72 Glucose measurement, blood, test strip (procedure): 104686004 ; \$4.89 Hemoglobin A1c measurement (intervention): 43396009; \$12.09
Step 5	Pharmacist alerts Dr. Chat provider of result. <ul style="list-style-type: none"> Enter medical billing process (Dr. Chat) Go to step 6
Step 6	Is there a prescription needed or additional patient assistance? <ul style="list-style-type: none"> Yes: go to step 7 No: Technician completes exit survey, patient departs
Step 7	Prescription Needed: <ul style="list-style-type: none"> Dr. Chat writes Rx and technician completes exit checklist Enter dispensing process if patient chooses to fill at your pharmacy

Patient Encounter Forms

UHC Patient Encounter Sheet – Pharmacy Led Services		
Patient Name:		Date of Birth:
Payer Code: UHTEL		
MTM services (must choose MTM or E/M for encounter, not both)		
Select Services provided	Service	SNOMED
	MTM first 15 min (new)	Coordination of medication regime: 1156697002
	MTM first 15 min (established)	Medication reconciliation: 430193006
	MTM each additional 15 min	Optimization of medication: 713838004
Evaluation and Management (E&M) services (must choose MTM or E/M for encounter, not both)		
	E&M - First Time Visit (15-19 min)	Moderate intensity: 4901000175103
	E&M - First Time Visit (30-34 min)	High intensity: 450511000124101
	E&M - Established Patient Visit (5-9 min)	Light intensity: 450501000124104
	E&M - Established Patient Visit (10-19 min)	Moderate intensity: 4901000175103
	E&M - Established Patient Visit (20-29 min)	High intensity: 450511000124101
Choose any services performed in addition to MTM or E/M services		
Select Services provided	Service	SNOMED
	Medication Administration	Administration of Medicament (18629005)
	Influenza	Serologic test for Influenza A virus: 2731000 Serologic test for Influenza B virus: 88823001
	COVID	Measurement of severe acute respiratory syndrome coronavirus 2 antigen: 1240471000000102
	RSV	Respiratory syncytial virus swab: 313274005
	Influenza/COVID	Nasopharyngeal swab for virology received: 441366006
	Influenza/COVID/RSV	Nasopharyngeal and oropharyngeal swab: 433801000124107
	Strep A	Microbial identification kit, rapid strep method: 89634005
	Urinary Tract Infection	Suspected UTI: 314940005
	Blood glucose	Glucose measurement, blood, test strip (procedure): 104686004
	Hemoglobin A1c	Hemoglobin A1c measurement (intervention): 43396009
	Lipid Panel	Lipid panel (procedure): 16254007
	Hepatitis C	Hepatitis C screening (procedure): 413107006
	HIV	Human immunodeficiency virus screening (procedure): 171121004

UHC Patient Encounter Sheet – Telehealth + Pharmacy Services		
Patient Name:		Date of Birth:
Payer Code: UHTEL		
Model Type		SNOMED Code Required
Telehealth + Pharmacy Services		Site of care (environment): 43741000
Pharmacy Services to Support Telehealth Encounter		
Select appropriate E/M Code if pharmacist assists in evaluating / assessing patient prior to DrChat Visit		
Select Services provided	Service	SNOMED
	E&M - First Time Visit (15-19 min)	Moderate intensity: 4901000175103
	E&M - First Time Visit (30-34 min)	High intensity: 450511000124101
	E&M - Established Patient Visit (5-9 min)	Light intensity: 450501000124104
	E&M - Established Patient Visit (10-19 min)	Moderate intensity: 4901000175103
	E&M - Established Patient Visit (20-29 min)	High intensity: 450511000124101
Choose any services performed in addition to telehealth support		
Select Services provided	Service	SNOMED
	Medication Administration	Administration of Medicament (18629005)
	Influenza	Serologic test for Influenza A virus: 2731000 Serologic test for Influenza B virus: 88823001
	COVID	Measurement of severe acute respiratory syndrome coronavirus 2 antigen: 1240471000000102
	RSV	Respiratory syncytial virus swab: 313274005
	Influenza/COVID	Nasopharyngeal swab for virology received: 441366006
	Influenza/COVID/RSV	Nasopharyngeal and oropharyngeal swab: 433801000124107
	Strep A	Microbial identification kit, rapid strep method: 89634005
	Urinary Tract Infection	Suspected UTI: 314940005
	Blood glucose	Glucose measurement, blood, test strip (procedure): 104686004
	Hemoglobin A1c	Hemoglobin A1c measurement (intervention): 43396009
	Lipid Panel	Lipid panel (procedure): 16254007
	Hepatitis C	Hepatitis C screening (procedure): 413107006
	HIV	Human immunodeficiency virus screening (procedure): 171121004

Implementation Guide Resources

Approved Marketing Flyers for UHC Doctor Chat at Pharmacy

- NC: [English](#)
- VA: [English](#) | [Spanish](#)

Resources

Lab / Test Results Template that may be used to provide patients for their records: [PDF](#) | [Word](#)

- Pharmacy may utilize their own file also.

CPEsn POCT Resources: Click [here](#).

- Order appropriate CLIA Waived testing supplies.

Best Practice Sharing



Discussion