

HealthPartners MTM Provider Expectations

Providers in the HealthPartners MTM network are expected to provide services that align with the Patient Centered Primary Care Collaborative definition of Comprehensive Medication Management (<http://www.pcpcc.org/sites/default/files/media/medmanagement.pdf>). The provider's role is to prevent, identify, and resolve medication related problems based upon individual patient preferences, goals, and needs. Importantly, HealthPartners expects that all contracted MTM providers take responsibility for assuring optimal medication related outcomes for our members.

Providers' care consists of the following basic elements:

1. Collection of necessary subjective and objective information about the patient
2. Assessment of the patient's medication related needs
 - a. What are the patients' understandings, expectations, and concerns with their medication therapy?
 - b. Is each medication indicated, effective, safe, and convenient?
3. Development of an individualized care plan focused on optimal medication outcomes
4. Follow-up evaluation(s) to assure optimal medication outcomes are being achieved
5. Repetition of the above steps as necessary

In order to support the achievement of patients' optimal medication related outcomes, MTM providers are expected to work with other members of their patients' health care team. Reasonable actions must be taken to acquire relevant clinical and lab information related to the medication use of individual patients from their care providers.