Understanding Star Ratings and the Influence of MTM Services

1. According to 2016 medication therapy management (MTM) program guidance from Centers for Medicare & Medicaid Services (CMS), MTM programs should be centered on which criterion?

A. Patients who have multiple chronic disease states
B. Patients who are taking at least 2 Part D drugs but not more than 8
C. Patients who are likely to exceed an annual spend of $3507
D. All of the above**

Correct Answer: D
Part D sponsors should target patients who have multiple chronic disease states, are taking at least 2 Part D drugs, and are likely to exceed an annual spend of $3507.

2. Targeted medication reviews (TMRs) must be performed how often?

A. Once a week after patient enrollment
B. Quarterly after patient enrollment**
C. Monthly after patient enrollment
D. Annually after patient enrollment

Correct Answer: B
TMRs must be performed quarterly after patient enrollment.

3. Which of the following is TRUE regarding the delivery of MTM services?

A. MTM services can only be provided by community pharmacists
B. MTM services can only be offered through face-to-face interaction
C. MTM services can only be provided to patients, not their caregivers
D. None of the above**

Correct Answer: D
Medication therapy management services are offered in a variety of practice settings and can be provided to patients or their caregivers via a face-to-face interaction or through another means of communication, such as a telephonic interaction. MTM can also be provided by another qualified provider (not just a pharmacist).

4. Which of the following is a barrier to providing MTM services?

A. Patients cancelling appointments or no shows
B. Patients not understanding the purpose of MTM services
C. Losing patients to follow-up
D. All of the above**
Correct Answer: D
All of the choices are barriers to providing MTM services. Enrolling patients can be difficult if they do not understand the purpose of MTM. Once patients understand the purpose of MTM, they may forget their appointments or decide the program is not right for them. Finally, after going through the program, patients who are lost to follow-up may not have medication-related problems corrected.

5. Pharmacy technicians can assist with which of the following functions of MTM?

A. Answering simple nonprescription drug-related questions
B. Answering simple prescription-drug related questions
C. Performing medication therapy reviews
D. Identifying and enrolling patients in MTM programs**

Correct Answer: D
Pharmacy technicians are not trained to answer medication-related questions or perform medication therapy reviews. However, technicians can play a pivotal role in identifying and enrolling patients into an MTM program.

6. Medicare star ratings use which of the following sources of data to determine a health plan’s overall rating?

A. Clinical and service quality measures
B. Patient feedback
C. Health outcomes
D. All of the above**

Correct Answer: D
The ratings system emphasizes patient care and satisfaction, using national clinical and service-quality measures, health outcomes, and patient feedback.

7. Which of the following is correct regarding the Medicare Star Rating System?

A. The system rates plan sponsors on the amount of money they save their patients
B. A lower star rating means the plan is providing higher quality care
C. Medicare Advantage plans (MA-only), Medicare Advantage plans with prescription drug coverage (MA-PDs) and standalone prescription drug plans (PDPs) are all rated using the star ratings system**
D. None of the above

Correct Answer: C
Medicare Advantage plans, Medicare Advantage plans with prescription drug coverage, and standalone prescription drug plans are rated using the star system.
8. The Medicare Star Rating System rewards plan sponsors who deliver high quality care by providing which of the following?

A. Financial rewards and advanced marketing opportunities**
B. Financial rewards and less government oversight
C. Marketing opportunities and less government oversight
D. None of the above

Correct Answer: A

Financial rewards are provided in the form of increased reimbursements for higher quality care. Medicare Advantage plans are also eligible for quality bonus payments to provide better coverage for their members. Further, additional marketing opportunities are available for high performing plans such as year-round enrollment and a high star rating prominently featured on the Medicare Plan Finder website.

9. Certain health- and drug-related performance measures are weighted more heavily than other measures. Which of the following measures is triple-weighted?

A. Ensuring high medication adherence to blood pressure, cholesterol and oral diabetes medications
B. Ensuring high-risk medications are used appropriately in the elderly
C. Ensuring patients receive an annual influenza vaccination
D. A and B only**

Correct Answer: D

Ensuring high medication adherence to blood pressure, cholesterol, and oral diabetes medications; and ensuring high risk medications are used appropriately in the elderly are triple-weighted measures. Ensuring patients receive their annual influenza vaccination is not a triple-weighted performance measure.

10. Which of the following statements is TRUE regarding the way MTM services have begun to influence the Medicare Star Rating System?

A. Plan sponsors are starting to rely more heavily on pharmacies that provide MTM to help improve the quality of care that is being delivered
B. The completion rate for comprehensive medication reviews is a new star measure for which plan sponsors are going to be evaluated
C. Pharmacists who provide MTM services can identify and work to correct drug-related problems, which can help improve plan star ratings
D. All of the above**

Correct Answer: D

Plan sponsors are now working with community pharmacies to improve quality of care. Community pharmacies can help by increasing the comprehensive medication review completion rate and by resolving drug-related issues through MTM.