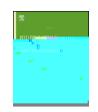


Re ea ch in Social and Admini a i e Pha mac.y



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Comm ni., ha maci 'in e en ion and doc men a ion d ing medica ion he a managemen enco n e deli e ed face-o-face e ia ele hone: The de il i in he de ail

Ja mine Ri e aª, Na alia Shche bak**b** a

bf e ice ha b imi/e he a e ic b cbme fb indi id al a ien .2 Mb e ecen lyin 2018, he Jbin Commi ibn of Pha mac yP ac i ibne (JCPP) Bba d bf Gb e nb e i ed he e m and mbdified he defini ibn **b** Medica i**b**n Managemen Se ice (MMS).³ MMS enc**b**m a e a b bad ec m bf a ien -cen e ed, ha maci - b ided, cbllabb a i e e ice ha f**b**c **b**n medica i**b**n a **b** ia ene , effec i ene , afe., and adhe ence i h he goal of im o ing heal ho come . While he c en e idence ela ed b he b come of MTM/MMS e ice i in- $\operatorname{\mathbf{cbn}}$ i en , e ea $\operatorname{\mathbf{ch}}$ bin b he high b en ial fb he e e ice b im **b** e medica i**b**n- ela ed, a ien - ela ed, and heal hca e e **b** come if he e e ice a e effec i el ycoo dina ed be een ha maci and **b** he heal hca e **b**fe i**b**nal .^{4,5} The fi e c**b** e elemen **b**f MTM e ice incl de com ehen i e medica ion e ie (CMR), e onal medica ibn ecb d (PMR), medica ibn- ela ed ac ibn lan (MAP), ine en ibn and/b efe al, and dbc men a ibn and fbllb - .2 Abb half of he MTM e ice a e deli e ed ia ele hone. 6 MTM deli e ed ia ele hone can be ad an ageo hen a ien a e homebo nd, li e in emb e a ea, ha e limi ed acce b an b a ibn b a e nbn-Engli h eaking and can be mb e ea il y accommoda ed b.y loca ing a bficien in hei lang age. Hb e e, if he ali. bf hone-ba ed enco n e i infe ib b ha of a face-b-face one, he adan age can icklydi a ea. The hea he knowledge, no dy b da e com a ed he medica ion- ela ed oblem, ha maci in e en-

in en ibn b bb ain a CMR bge he i h b he fac b may edic he ecei , and all a iable e ce a ien heal h a e e n ela ed b bb aining a CMR. To be e al. hb ed ha in he 2014 na ibnal am le bf CMR-eligible b la ibn, a ien i h highe n mbe bf comb bidi ie, Medica e and Medicaid d al eligible a ien , and hb e i h a hi b. Th f hb i aliza ibn b eme gency bom i i e e le likely b ecei e a CMR. S die bin b a d blde a ien , female, and a ien hb a e nb comfb able eaking i h hei ha maci a being mb e likely b acce MTM. 19

d.y a ici an a ea b e e en .y ical a ien acce MTM - blde a ien and female . Tb b knb ledge, nb bf MMS cbm a ed medica ibn- ela ed bblem and cbm le ene bf doc men a ibn b. mode of e ice deli e. hile a fe die coma ed b come be een he b mode of deli e. I fo e ice b he han medica ibn managemen .^{20–22} Pinnbck e al. e al a ed he im ac bf bffe ing a ele hbne-ba ed a hma clinic bn ake and b cbme bf a hma e ie and fb nd ha he hbne b ibn inc ea ed he bf e ie and im b ed a ien 'confidence in elf-managemen ha a nb ignifican ly diffe en f bm a face-b-face deli e.y mbde.²⁰ Schmid e al. e al a ed he diffe ence in gl. remic con bl b come ambng VA diabe e a ien b.y mbde bf deli e.y (face- b-face e hone a bin men i h a clinical ha mac. y eciali) and fo nd no diffe ence in ab bl e HbA1c ed c ibn.21 William e al. cbm a ed a life ...le bg am deli e ed face-b-face e ele hone b im b e me abblic indica b ambng a ien ne ly diagnb ed i h

. Yea (> 0.05, da a nb hb n). Fe enc. Y bf dbc men a ibn in "Pa ien di c ibn nb e " and "Pha maci ecbmmenda ibn " did nb diffe b. Y mbde bf e ice deli e . Y and a neal Y al a Y e en .

Discussion

Abb bne-hi d bf eligible MTM ca e i hin bne di ic bf a comm ni.y ha mac.y chain cce f ll.y com le ed a CMR. A ecen anal.y i bf na ibnal Medica e Pa D MTM file hb ed ha 18% bf beneficia ie mee ing c i e ia fb MTM ecei ed a CMR. ¹⁵ I i nknb n h.y b-hi d bf ca e in hi d.y e e ei he declined b nb e ed fb bhe ea bn. Th fa, e ea ch ha nb iden ified blid edic b bf illingne b a ici a e in MTM. ¹⁶ Fa i e al. e amined he he

a ien i h Bee c i e ia medica ion, he "A e men " and "Plan" no e add e ed he e medica ion ' i k, a ignifican o bo ion of a ien likely emained nde e al a ed.

Since he dycom le ion, he Bee cie ia medica ion li a da ed i h e e al medica ion e cl ded fom he li and ne agen added. The dyfinding a ea naffeced by he e change. H2-blocke e e emo ed fom he li, hile in o am le he e e e no H2-blocke e . SNRI e e added o he li in 2019, hile e aleadycla ified hem a a of he li ba ed on ikcie ia fom li imila o Bee.

Pha maci ecommenda ion b a ien heal hca e b ide ega ding de e c ibing he medica ion he e he i k may b eigh benefi can and ho ld be an im b an a en e b im b e heal h b come. S die ha e ho n ha ha maci can be a bf b lead ini ia i e b di con in e b en iall. I ha mf l he a ie .^{26,27} On he he hand, ali a i e e idence f om A alia ho ed ha de ec ibing can be challenging a gene al ac i ione (GP) di ega ded ha maci ecommenda ion b an icholine gic and eda i e a ing i a he eciali e bn ibili. I hile eciali in n ho gh ha a he GP ble.²⁸ The bce e and blicie a e . I b-336.5(d)-341a-321.2856036.5(d)

Conclusion

Pha maci iden if ye. i alen n mbe bf medica ibn-ela ed blem and b ide imila MTM in e en ibn ega dle bf he mbde bf e ice deli e.y. I a ea ha MTM b ide ed ca ibn ega ding dbc men a ibn bf he "A e men " and "Plan" i needed d e b lb le el bf dbc men a ibn, e eciall.y d ing face-b-face encb n e . I i al b c i ical fb MTM b ide b clb e he comm nica ibn lbb been he a ien and he e c ibe, b en e imel.y e bl ibn bf medica ibn-ela ed bblem ha a e in he e c ibe dbmain, hich i accom anied b.y hb b gh dbc men a ibn. Wi hb he la e, he ca e b ided d ing face-b-face b hone MTM encb n e i nlikel.y b ignifican6