
CHAPTER 37: PHARMACY BENEFITS MANAGEMENT SERVICES

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37.18 DISEASE MANAGEMENT PROGRAM

Overview

Introduction	This Section describes the pharmacy disease management program, features and initiatives.
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37.18.1 INTRODUCTION

The Louisiana Medicaid Pharmacy Benefits Management (LMPBM) System utilizes state-of-the-art features to operate an outstanding disease state management program for its entire Medicaid population. These features include:

- Federally approved Medicaid Management Information (MMIS) system;
- Web-based Clinical Drug Inquiry Support Application and Clinical Data Inquiry (e-CDI);
- Prospective and Retrospective Drug Utilization Review Programs;
- Prescribing Practitioner and Pharmacy Peer-Based Profiling Program; and
- Recipient Prescription Lock-In Program.

The LMPBM Section contracts with its fiscal intermediary, Molina, and the University of Louisiana at Monroe (ULM) School of Pharmacy to provide the administrative and technical support functions for the Disease State Management Program. In addition, it utilizes the expertise of the state Drug Utilization Review Board, the Interdisciplinary Medicine and Pharmacy Council, and the Pharmacy Advisory Committee for consultation relative to the Disease State Management Program.

37.18.2 EDUCATIONAL TOOLS

Educational Brochures	The fiscal intermediary in conjunction with the ULM School of Pharmacy, produces and mails several educational brochures throughout the year. The brochures are disease-state specific brochures for prescribers and pharmacists in addition to brochures for recipients. These brochures are available on the web at http://rxweb.ulm.edu/pharmacy/oore/disease_management.html .
Educational Articles	The State's Medicaid provider newsletter, The Provider Update, published by the fiscal intermediary several times a year includes educational articles for prescribers and pharmacists on various disease states and treatment modalities.
Recipient Prescription Lock-In Program	Recipients placed in Lock-In have been identified as using medications inappropriately and in many cases using multiple prescribers and pharmacies. Restricting them to a prescriber and a pharmacy enables the practitioners to better manage their care.

Note: Refer to Section 37.17 Lock-In for detailed information.

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37.18.3 PROGRAM INITIATIVES

The Disease State Management initiatives focus on diseases such as asthma, diabetes, arthritis, hyperlipidemia and heart failure. Outcomes studies on these initiatives are conducted by ULM staff. A report issued on a study of the Asthma Disease State Management Program disclosed that as a result of the disease management program, asthma-related physician office visits declined in all areas of the state; there was a decline in asthma-related inpatient utilization in all areas of the state; emergency room visits declined in three of the four regions of the state; there was an increase in the use of long-term control medications rather than quick-relief medications; and while pharmacy expenditures increased, the increases were accompanied by decreases in spending on other health services resulting in a decline in total asthma-related expenditures.

The Louisiana Medicaid Pharmacy Benefits Management Program currently supports two pharmaceutical care programs, Asthma HELP (Health Education by Louisiana Pharmacists) and Diabetes HELP, for Louisiana Medicaid recipients. The ULM College of Pharmacy, Office of Outcomes Research and Evaluation (OORE), a team consisting of pharmacists, health data analysts, and administrative personnel, developed, implemented, and currently operate both of these programs.

For more information or for patient referral, call 1-866-762-2404

Asthma HELP

Asthma HELP is a telephone-based disease management program designed to promote positive health outcomes for Louisiana Medicaid recipients diagnosed with asthma. It was implemented in April 2005. Recipients who have had 2 or more asthma-related emergency department visits within a 6 month period are targeted for enrollment. However, any Louisiana Medicaid recipient diagnosed with asthma is eligible for participation. Recipients may also be referred by their physicians. Each recipient who chooses to enroll is assigned to a specific pharmacist certified in asthma education by the National Asthma Educator Certification Board (NAECB). One pharmacist is assigned to the recipient throughout enrollment. Enrollees are offered the following products and services:

- Telephone counseling sessions monthly, or more frequently if needed, on various asthma-related topics, such as triggers, types of asthma medications, management of asthma exacerbations, and action plans;
 - Educational materials, such as brochures, games, puzzles, and children's books;
 - Instructions for use of various asthma-related devices, such as nebulizers, peak flow meters, and metered-dose inhalers;
 - Communication with the physician on behalf of the patient, on matters such as refill requests for controller medications and requests for development of action plans; and
 - Toll-free help line where asthma educators are available 6 days a week, 10 hours per day.
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Diabetic HELP

Diabetes HELP, a group-based diabetes educational program with an emphasis on self-management, was developed to improve the health and quality of life of Louisiana Medicaid recipients diagnosed with diabetes through education and support. The 8-week program consists of weekly two hour group sessions. The first of which is primarily diabetes education with a hands-on approach, followed by another hour of group discussion. Licensed pharmacists deliver diabetes education and facilitate the group discussions. Some of the educational topics covered include nutrition, exercise, medication, long term complications, and additional training on stress management and coping skills which are needed for those with a chronic condition such as diabetes. Recipients who complete the 8-week program are provided with monthly telephone support, educational mailings, and continued participation in weekly support group sessions. The goal of the program is to equip the participants with the necessary knowledge and support which will enable them to manage their diabetes.
