

Medication therapy management provider FAQ

Background: The State of Tennessee implemented a medication therapy management (MTM) pilot program effective January 1, 2018. All Medicaid MCOs are required to participate in this pilot. This program is designed to facilitate collaboration among pharmacists, patients, and physicians and other health care professionals to promote safe and effective medication use and achieve optimal patient outcomes. Pharmacists must be credentialed by health plans to be compensated as part of the MTM program.

What is the effective date for MTM?

The program went into effect on January 1, 2018.

Is the program mandatory for pharmacists in Tennessee?

No, participation in the program is optional for pharmacists in Tennessee.

What are the criteria to participate in MTM?

Participating pharmacists must have a TennCare ID, have entered into a collaborative practice agreement with a patient-centered medical home (PCMH) or Tennessee Health Link provider, have completed Care Coordination Tool training, and have entered into a network agreement with an MCO.

How can I obtain a TennCare ID?

You can sign up with TennCare to obtain an ID. Follow this link to the state MTM website: <https://www.tn.gov/tenncare/providers/pharmacy/medication-therapy-management-pilot-program.html>.

Which types of providers can apply to become a part of the MTM program?

Individual pharmacists in Tennessee may apply. To be eligible, pharmacists must have a current *Collaborative Practice Agreement* with a PCMH or Health Link provider and a valid TennCare ID.

What if a member wants to opt out of the MTM program?

A member may choose to leave the program by notifying their pharmacist, PCMH or Health Link.

How does a member change their MTM provider?

A member can change their MTM provider by contacting their PCMH or Health Link.

How can I contract with Amerigroup Community Care to participate in the MTM program?

Below are the steps to initiate contracting with Amerigroup for the MTM program:

1. Visit <https://providers.amerigroup.com/TN>.
2. On the next page, scroll down to *Join our Network*.
3. Select **Get Started**.
4. Select **Tennessee**.
5. Complete the fields on the application request.
6. Select **Submit**.

Can the rate for MTM be negotiated in our contract with Amerigroup?

No, the state is setting the rate for the MTM program.

Have billing or encounter codes been established for the MTM program?

Yes, for billing codes, please refer to your agreement or follow up with your assigned Provider Relations representative.

Is a prior authorization (PA) needed for MTM services?

No, PA is not necessary for MTM services.

What if I need assistance?

If you have questions, please contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.