

Utilization Management and Quality Improvement Procedures

NHP/NHIC or their delegate will employ procedures and software that seek to promote cost effective and safe medication therapy. This is accomplished through such tools as Step Therapy, Prior Authorization and Tiered Cost-sharing. In addition, there are specific programs to assist in preventing over and under utilization. Please contact Network Health Insurance Corporation for more information regarding these specific programs.

In order to optimize the safe distribution of medications, NHP/NHIC or their delegate, shall include the following requirements in the pharmacy network contracts:

- Ensure counseling is offered to members, when appropriate.
- Network pharmacies implement a method for maintaining up-to-date member information such as, but not limited to: member demographic information, member allergy information (drug and food)
- Requirement to meet the minimum standards for pharmacy practice as established by the State.
- Concurrent Drug Utilization Review Systems: Require review of the prescribed drug therapy prior to dispensing the prescription to an enrollee at the point of sale or distribution. Screening should include but not be limited to the following:
 - Therapeutic duplication
 - Age/gender-related contraindications
 - Over-utilization and under-utilization
 - Drug-drug interactions
 - Incorrect drug dosage or duration of drug therapy
 - Drug-allergy contraindications
 - Clinical abuse/misuse

Retrospective Drug Utilization Review Systems: NHP/NHIC or it's delegate shall employ a system designed to ensure on going periodic examination of claims data and other records, Computerized drug claims processing and information retrieval systems will be utilized to identify patterns of inappropriate or medically unnecessary care among enrollees in a sponsor's Part D plan, or risks associated with specific drugs or groups of drugs.

As part of NHP/NHIC's Quality Improvement process, Medication error reports will be reviewed to identify trends in medication errors and opportunities for improvement.

For safety information related to Medicare, NHC/NHIC will provide the Centers for Medicare and Medicaid Services (CMS) information concerning their quality assurance measures and systems upon request.