

Drug Therapy Management program

Blue Cross Complete and PerformRx*, a pharmacy benefits manager, have partnered to develop the Drug Therapy Management program. Through personalized consultations with patients and communication with their health care providers, this pharmacist-driven program optimizes a patient's drug therapy and addresses drug safety concerns. We hope this program will help as you manage your patients' care.

The PerformRx pharmacists and technicians **will**:

- Talk to your patients one on one
- Send information to your patients about their medications and disease states
- Review your patients' medication history to make sure their medicines are safe and effective
- Communicate with you and other providers about safety concerns and make recommendations to optimize therapy

The PerformRx pharmacists and technicians **will not**:

- Change the health care providers your patients see
- Change your patients' medication regimens
- Change the pharmacies your patients use

In addition to the PerformRx pharmacists, you can use NaviNet to manage patient care.

NaviNet has the tools you need

NaviNet provides the ability to find a Care Gaps report that lists missing recommended health services and medication therapies, as well as a *Member Clinical Summary Report*. If applicable, *Care Gap Alerts* will appear on your screen when you check a Blue Cross Complete member's eligibility and benefits. The *Member Clinical Summary* lists a member's recent medications, office visits, hospitalizations and more and is available in Report Inquiry.

To access this important information, log in to **navinet.net***:

- Click Blue Cross Complete from the Plan Central menu
- Click Report Inquiry from the transaction menu

For additional information on *Care Gaps and Member Clinical Summary*, please refer to the User Guide and New Features Documents located under the Customer Support option in NaviNet. If you do not have access to these reports, see your NaviNet Security Officer. At this time, these reports are available only for Blue Cross Complete patients.

We recognize that you consider patient need as well as multiple other variables when determining the most appropriate drug therapy. If you would like to speak with us about this program, please call 1-800-486-1991 between 8:30 a.m. and 5 p.m. Eastern time, Monday through Friday.

Your continued support to ensure that our members receive the highest quality health care available is greatly appreciated.

*Blue Cross Complete of Michigan does not control this website or endorse its general content.

*Blue Cross Complete has contracted with Perform Rx, an independent company, to provide pharmacy benefits management for Blue Cross Complete members.

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