



Quality Assurance, Member Safety, and Utilization Management

Ultimate Health Plans prioritizes your safety and ability to receive clinically appropriate, cost-effective medication.

We utilize a Pharmacy and Therapeutics committee to improve the quality of care for our members. We do this by promoting clinically appropriate, safe, and cost-effective drug therapy that reflects the community and national standard of practice.

Quality Assurance

Ultimate Health Plans ensures its members' safety and health by establishing effective Quality Management measures. We do this to reduce medication errors and adverse drug reactions and improve medication utilization. These measures include ensuring providers comply with pharmacy practice standards, drug utilization reviews, internal medication error identification systems, medical therapy management programs, and pharmacy and therapeutics committees' recommendations and standards.

Member Safety and Utilization Management

Our network of participating pharmacies conducts Drug Utilization Reviews (DUR) for our members to ensure members are getting safe and appropriate care. Drug utilization reviews are especially important for members with more than one provider who prescribes their drugs. During these reviews, the pharmacist profiles for a potential problem such as:

- Drugs that may not be necessary because you are taking another drug to treat the same medical condition
- Drugs that may not be safe or appropriate because of your age or gender
- Certain combinations of drugs that could harm you if taken at the same time
- Prescriptions written for drugs that have ingredients you are allergic to
- Possible errors in the amount (dosage) of a drug you are taking

The drug utilization review serves as a measure to ensure that drug usage criteria are met and satisfy FDA guidelines and clinical protocols adopted by the Pharmacy and Therapeutic Committee. Based on this review, your pharmacist and/or physician can make the most beneficial decision involving your pharmaceutical care.