



Quality Assurance, Member Safety and Utilization Management

A major goal as a Medicare Part D contractor is to ensure that our members receive safe, high-quality, cost-effective medication therapy. To achieve this goal, Ultimate Health Plans, uses a Pharmacy and Therapeutics committee, whose goal is to improve the quality of care for Ultimate Health Plans members through the use of drugs, assuring that the drugs are appropriate, medically necessary, and not likely to result in adverse medical effects.

Quality Assurance

Ultimate Health Plans ensures the safety and health of its members through the establishment of effective Quality Management measures and systems. We do this to reduce medication errors and adverse drug reactions, and improve medication utilization. These measures include making sure that providers comply with pharmacy practice standards, drug utilization review, internal medication error identification systems, medical therapy management programs, and pharmacy and therapeutics committees.

Member Safety

We conduct drug use reviews for our members to help make sure they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs. We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems 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

Drug Utilization Management

Ultimate Health Plans requires participating pharmacies to perform a Drug Utilization Review (DUR) before a member receives their prescription. This is designed to analyze drug safety and usage for members based on their total medication profile. The DUR is an important tool that screens online, as the prescription is being filled. The drug utilization review serves as a measure to ensure that drug usage criteria are met and satisfy FDA guidelines and clinical protocols as adopted by EnvisionRX Options Pharmacy and Therapeutic Committee. Based on this review, the attending pharmacist and/or physician can make the most beneficial decision to the patient involving their pharmaceutical care.