

Helping Medicare Part D Members with Medication Safety

As part of our commitment to enhanced patient safety, Pharmacy Services has taken steps to ensure that prescription drugs are used safely and effectively by our Medicare Part D members. These members are at risk for drug errors and drug-related problems, since they often receive prescriptions from more than one doctor. So that our members may fill their prescriptions with complete confidence, Pharmacy Services is making drug safety a top priority in a number of ways:

- **Screening for drug interaction:** Using prescription-tracking software, Pharmacy Services automatically screens each patient's drug profile for possible harmful interactions with other drugs the patient may be taking.
- **Making sure medications are right for older members:** Pharmacy Services also screens each patient's drug profile to determine if a drug has a warning for certain age groups. We've added drugs to our formulary that are safe for older members and removed agents that are not as safe. We also educate our doctors about their prescribing patterns and about drugs that may not be right for older patients.
- **Ensuring dosages are safe:** To prevent possible overdose, Pharmacy Services reviews each patient's drug profile to determine if a drug is dispensed above FDA dosing guidelines.
- **Avoiding drug duplication:** Pharmacy Services also screens each patient's drug profile to determine if the same or similar drug already exists in the patient's drug profile.
- **Sending pharmacy reports to doctors:** Pharmacy Services reviews each patient's drug profile to determine if they are being prescribed more medications than they need. This report is shared with prescribing doctors. The doctor then determines appropriate therapy, if needed.

If you have any questions, please call Customer Service at **1-800-447-8255**. For members who use TTY/TDD, please call 1-888-447-4833.

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