

Quality Assurance Policy

Pharmacy Services performs point-of-sale and retrospective quality assurance reviews. The purpose of the quality assurance review is to reduce and prevent medication errors and adverse drug reactions and to improve overall medication use.

Pharmacy Services oversees the utilization of prescription medications and carefully screens each prescription fill against the following criteria:

- **Dosing:** Pharmacy Services evaluates the dose of medications to determine if it is within established dosage ranges, meaning not too high or too low.
- **Gender/ Age:** Pharmacy Services carefully screens prescribed medication to determine if it is appropriate for a patient's gender and age.
- **Appropriate Medication Use:** Pharmacy Services reviews the time frame for refills and new fills to make sure that patients use their prescribed medications according to the established dosing guidelines, including controlled substances.
- **Drug-Drug; Drug-Disease Interaction:** Pharmacy Services reviews medication profiles to detect potential interactions between prescribed medications and patient's medical conditions.
- **Medication Duplication:** Pharmacy Services screens each patient profile to ensure that newly prescribed medications are not similar to or the same as other medications already taken by the patient.
- **FDA – issued warnings:** Pharmacy Services reviews FDA-issued warnings about medication adverse reactions, new dosage formulations, and administration routes, and then re-evaluates the formulary (list of covered medications) to make improvements.

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

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