

Consumer Self-Reliance and Independence Medication Adherence Program

Program Overview

Magellan believes in recovery. Magellan also believes that recovery requires a partnership between the consumer and his or her clinical team. Understanding and accepting his or her illness and helping to determine an individual and recovery-based course of treatment is the consumer's responsibility. Providing services and support based on the needs and desires of the consumer in a compassionate and empathetic manner is the responsibility of the clinical team. When a recovery partnership exists, recovery is possible. Consistent with this model, the following protocol is designed to encourage the appropriate use of the Consumer Self-Reliance and Independence Medication Adherence Program.

Mission Statement

Magellan believes that in order to obtain the highest level of recovery possible, each individual consumer must have ownership of his or her recovery, including medication management. To that end, this program is not meant to be a permanent solution, but rather the first step in educating and aiding the individual to understand and accept his or her illness, as well as the role medication can play in recovery.

Program Details

Effective Date

Effective April 1, 2008, the use of bubble packs requires documentation supporting the request. During the distribution time, the clinical team will work with the consumer to enhance his or her overall clinical treatment.

Approvals

Requests are approved for consumers when, in the opinion of his or her clinical team, he or she appears to present a safety concern.

Duration

Approvals are limited to a maximum of three months. During this time, it is expected that the clinical team documents assessment of medication education. The clinical team also assesses any potential medication and/or treatment obstacles, such as complex medication regimens or adverse effects of current regimens.

Approval supply

All approvals are approved for 30 days supply. For requests of less than 30 days, a separate request must be submitted.

Documentation

The documentation for a consumer includes an assessment of complexity of regimen and adverse effect of medication regimen. The consumer must be seen a minimum of once every four weeks, at which time a Medication Regimen Evaluation must be completed.

Use beyond three months

A completed Medication Regimen Evaluation must be completed each month to support the request and support the intended future plan.

Procedure

1. A medical member of the clinical team completes a request form on behalf of the consumer and faxes it to a Magellan medication coach.
2. If the medication request meets the criteria, a designated pharmacy receives the approval and fills the prescription. The requesting clinic will receive approval notification and process updates.
 - a. Designated pharmacies only will fill medication requests submitted with an approval stamp.
3. If the medication request does not meet the criteria, the medication coach will advise the clinic of his or her decision.
4. Throughout the approval process, the medication coach communicates potential measures and barriers to the clinical team.