



Billing for MTM Services

Tips for Pharmacists

- The majority of billing for clinical services by pharmacists to a third-party payer currently needs to be done either through a registered pharmacy or a recognized provider's office, such as a physician's office (incident to the physician billing). Check with the payer to determine whether to bill through a pharmacy or physician, or if you can bill directly for your services.
- Obtain your National Provider Identifier number (NPI).
 - This is a free and simple process. Go to <https://nppes.cms.hhs.gov/NPPES>.
- Determine your fees and create an itemized list or menu of services to share with patients. Make sure this information is clearly communicated to patients before you provide the service. Explain that you can provide a receipt that the patient can use to submit a claim to the insurance carrier but cannot guarantee that the service will be covered. If the service is not covered, the patient will be responsible for payment in full.
 - It is important to note that services cannot be provided free of charge or at a reduced rate for some patients if you are also billing a Medicare Part D plan for MTM services provided for other patients. This would be considered Medicare fraud.
- Be familiar with the CPT codes that are specific for pharmacist-provided MTM services, as well as other pertinent billing codes. Use the appropriate code for the type and length of service provided, which would be the initial visit and a follow-up visit, plus additional time increments. Some payers do not require the use of these codes. Know when and how to use them.
 - For more information about the MTM CPT codes and other billing information, go to the Pharmacist Services Technical Advisory Coalition (PSTAC) website at www.pstac.org/services/mtms-codes.html.
- Medicare Part D payers are required to cover MTM services for eligible patients. After identifying and contracting with Medicare Part D plans, consult with each payer to determine how MTM services should be billed. The most common scenarios for provision of Medicare Part D MTM services are the following:
 - The payer (Medicare Part D plan) uses its own employee pharmacists to provide MTM and does not contract for the services.
 - The payer contracts with pharmacies or individual pharmacists to provide the services. Note that some Medicare Part D plans require a pharmacy to have a contract for the prescription drug benefit in order to qualify for MTM service contracts.
- Check with the payer to determine whether the payer requires any training or special credentialing to provide MTM services. Some payers require pharmacists to use a specific documentation system to bill for MTM services and expect pharmacist providers to complete training on the use of that documentation system. This is typically done online. Some payers require evidence that you have received training (such as a certificate training program) in providing MTM services or disease management.

- Each payer typically has its own criteria for patient eligibility for MTM services. You will need to identify these criteria to determine how many patients in your practice could qualify for their plan's MTM services. Oftentimes, the payer may provide a list of its eligible patients with whom you can follow up. Some may even specify what MTM service you are requested to provide or offer to the patient. However, patients who are eligible for their plan's MTM services are generally not obligated to accept such services.
- If a patient has health insurance coverage other than Medicare Part D and is a candidate for MTM services, you will likely need to contact that payer to determine if MTM services are covered, what codes to use, and how to submit the claim. This may be a challenging task, as some third-party call screeners are not familiar with MTM and may not be able to connect you with the appropriate party.
- If you cannot determine a means to bill payers, consider the following options:
 - The patient is responsible for paying you in full for the MTM service provided at the time of the service.
 - Complete a superbill or claim form and attach a receipt for the patient.
 - Recommend that the patient submit the claim form and receipt directly to the third-party payer or insurance company. If the claim is accepted, reimbursement will be sent to the patient.
 - The patient does not pay you at the time of the service and you attempt to bill the patient's third-party payer or insurance company directly for the MTM service provided.
 - Complete a superbill or claim form and attach a receipt. Provide a copy to the patient and submit the other copy to the third-party payer.
 - If the MTM service is not covered and the claim is denied, it will be your responsibility to collect payment from the patient.
- Document each and every patient encounter either within your computer system or in a paper chart. Should you be audited, you will need this information to justify your time and services rendered. Be accurate and thorough in your documentation, as such information becomes a legal document and can be subpoenaed for use in court.

Creating a standardized, consistently applied process for delivering and documenting care to your patients will lead to an effective and efficient practice.

Billing for services by pharmacists is an exciting and evolving process. As more information comes available, the American Pharmacists Association will make every effort to communicate this to its members.

Below are references offered by APhA that you may find useful as you prepare your billing process:

Pharmacist's Guide to Compensation for Patient-Care Services

Author: Michael D. Hogue

Copyright: 2002 by the American Pharmacists Association

Building a Successful Collaborative Pharmacy Practice: Guidelines and Tools

Consulting Editors: Marialice Bennett and Jody E. Jacobson Wedret

Copyright: 2004 by the American Pharmacists Association

100 MTM Tips for the Pharmacist

Author: Marsha Millonig

Copyright: 2009 by the American Pharmacists Association

These references can be found at
www.pharmacist.com/shop_apha.

For additional MTM resources provided by APhA, go to www.pharmacist.com/mtm.

The "Medication Therapy Management Services: A Critical Review" Executive Summary Report describes pharmacist compensation for MTM services and depicts various payment and business models. To access this report, go to www.pharmacist.com/mtm. Click on *The Basics of MTM* then select *The Lewin Report*.