

**COUNCIL ACTION FORM**

**SUBJECT:** Addendum to Medication Therapy Management Services Agreement between the City of Ames and Outcomes Incorporated

**BACKGROUND:**

Outcomes is a pharmaceutical health care management organization, contracted through the City of Ames to help ensure that employees and members of our health plans are receiving and using the most appropriate medications. Outcomes provides incentive-based opportunities for pharmacies to implement best practice service and customer care. These incentive-based services include: Comprehensive Medication Review (CMR), patient education and monitoring, over the counter consultation, prescriber consultation, underuse claims, and documenting cases when a patient or prescriber are offered to switch to a lower-cost drug but decline the opportunity.

The current service agreement includes a service called underuse claims. Underuse claims are a two-touch service payable at a \$20 provider fee (only members who have missed a fill). Outcomes now offer a service that replaces underuse claims called, “adherence check-ins”. Adherence check-ins are a one-touch, \$10 service where a provider “checks in” with a member to address potential adherence concerns (members who have missed a fill and/or at risk to miss a fill). Check-ins is a proactive service which captures additional members, while at the same time being more convenient for the pharmacist.

**ALTERNATIVES:**

1. Accept the addendum to the current service agreement therefore replacing underuse claims with adherence check-ins service.
2. Do not accept the addendum to the current service agreement.

**MANAGER'S RECOMMENDED ACTION:**

It is the recommendation of the City Manager that the City Council adopt Alternative #1, thereby approving the service agreement changes with Outcomes starting February 1, 2016. The above stated changes benefit employees by offering a more effective and lower cost intervention. There is no extra cost to the City for this change.