

# Consulting with Patients

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## Set goals



**"Today, we are going to review your Medicare plan options that work with our pharmacy. Do you want to choose a plan today, or just get the information so that you can choose later?"**



**"I want to choose and enroll in a plan today."**

Once your patient selects a plan, help him enroll on *medicare.gov*.



**"I just want the information today so that I can choose a plan later."**

Some patients will want to review plan options further or consult with family members. If so, print or email the plan options to your patient at the end of your session.



**"Let's review the coverage you have today. Do you like your current Medicare plan?"**

Look at your patient's current insurance card to get the current plan name and type (PDP or MA-PD).



**"I like my current plan."**

Ask for details. Responses might include a reasonable deductible, annual out-of-pocket cost, or consistent monthly amounts. During the plan review, you can compare this plan side-by-side with new plan options.



**"I don't like my current plan."**

Ask for details. Responses might include a large deductible, annual out-of-pocket cost, or highly variable monthly amounts (such as coverage gaps). Consider these responses when reviewing new plan options.



**"Does Medicaid or Social Security help you pay for your prescriptions?"**

If your patient qualifies for help, he should have received a letter from Medicaid or Social Security.



**"I'm not sure."**

Look in your Patient Engagement Center. If your patient had \$2.95/\$7.40 co-pays in 2016, he has partial Medicaid or full SSDI. If he had \$1.20/\$3.60 co-pays in 2016, he has full Medicaid.



**"Yes, I get help paying for my prescriptions."**

Record whether the patient gets help from Social Security or Medicaid and the amount.



**"No, I don't get help paying for my prescriptions."**

You will not need to factor any low-income subsidies into the plan review.



**"You are currently on [PDP / MA-PD]. What type of plan do you want to have next year?"**

Look at your patient's current insurance card to get the current plan name and type (PDP or MA-PD). If your patient is unfamiliar with Medicare Parts C and D, explain the difference between PDP and MA-PD plans.



**"I want PDP."**

Your patient already has original Medicare (Parts A and B) and wants to add a Part D plan.



**"I want MA-PD."**

Your patient wants a Medicare Advantage healthcare plan that may also cover vision, dental, and hearing.

## Confirm medications



### **"Let's review your medications."**

On the Patient Medicare Profile, review the Pharmacy Record Medications with your patient. Make sure all medications that patient still takes are marked as *included*. If your patient no longer takes a medication, mark it as *excluded*.



### **"Do you get medications filled anywhere else?"**

Your patient might fill prescriptions at other pharmacy's or a doctor's office.



### **"Yes, I have other medications."**

Add these medications to the PrescribeMedicare Medication Playground. This might be an opportunity to switch the prescription to be filled at your pharmacy in the future.



### **"No, I only get medications here."**

This is an opportunity to thank your patient for their loyalty to your pharmacy.

## Review plans



### **"Do you have a maximum amount that you can spend each month for your medications?"**

Explain deductibles, premiums, and drug costs.



### **"Yes, I can only spend this amount each month."**

Use the *Average Monthly Drug Cost* filter to specify a monthly range.



### **"I don't have a maximum amount in mind."**

Move on to the next step.



### **"Let's review your plan options."**

Explain that plans are ordered by your patient's out-of-pocket cost for the year. Explain the plan ratings:

- Patient Plan Ratings (arrows) look at annual out-of-pocket cost and plan's Star Rating from CMS.
- Pharmacy Plan Ratings (bars) look at whether your pharmacy gets a timely, fair reimbursement from the plan.
- If the plan rating shows N/A, the plan does not provide enough data to make a rating.



### **"Let's do a monthly breakdown for these plans that look favorable for you."**

Show your patient the plan graphs. Use the comparison tool to view up to three plans side-by-side. If your patient wants more detailed information, you can drill down into a month-by-month breakdown comparison.



**"You see which plans are favorable for you and which plans are favorable for us. I've provided you all the information you need to make an informed decision. I am just providing you the information – you must choose which plan is best for you."**

## Wrap up

*If goal is to select and enroll in plan...*



### **"Great! I'm glad you selected a plan. I can help you enroll right now."**

Click on **Enroll** next to the plan name. You will be directed to *medicare.gov* for your patient to complete the enrollment. We recommend you call the plan to verify plan information.

*If goal is to take home plan options...*



### **"I'll send you the plan options so that you can review them further. If you have any questions, please call or come see me."**

Print the patient's selected plans (with included drugs only). Or, email the selected plans directly to the patient.