



Safety and Monitoring Program for High-Risk Medication Use **FAQ**

Based on guidelines from the Centers for Medicare and Medicaid Services (CMS), PacificSource implemented chronic opioid use coordination changes to prevent misuse of frequently abused drugs. These guidelines broaden the outreach and education throughout service areas. The goal is to reduce the risk of opioid overdose and help members receive treatment.

How is potential abuse and misuse by members identified?

We review the prescription-fill history for the following indicators:

- A high number of controlled substance claims
- Multiple prescribers of controlled-substance prescriptions filled at multiple pharmacies
- Cumulative opioid doses above 90 milligrams of morphine equivalents
- Drug combinations of opioid potentiators, including drugs such as gabapentinoids or benzodiazepines

What happens when a member is identified?

If identified at the dispensing pharmacy:

- The pharmacist will receive an alert that there is a safety concern and to contact the prescribing provider for verification.
- The dispensing pharmacist will use his or her clinical judgment before inputting override codes required before the opioid claim can pay.

When identified at the health plan:

- Clinicians will review identified claims for risk assessment.
- If a risk of medication abuse or misuse is identified, the health plan sends letters to prescribers and members, addressing individual member cases.
- Members continuing to use high-risk medications may be limited to a single provider and or pharmacy. We will work with that provider to identify the best options for the member.

How are members notified?

In the event a member is restricted to one provider and or one pharmacy, the member and prescribers will receive letters from PacificSource informing them of the upcoming restrictions.

The member will also be enrolled in the Medication Therapy Program (MTM).

Are any members exempt?

Members with the following conditions or fills are exempt from this program:

- Hospice, palliative, or end-of-life care
- Active treatment for cancer pain
- Resident in a long-term care facility
- Buprenorphine products for medication-assisted treatment programs
- Sickle cell disease



Questions?

Please contact your Customer Service Representative at:

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We accept all relay calls.

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