



Blue Cross
Blue Shield
Blue Care Network
of Michigan

BCBSM Medication Reconciliation Program

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BCBSM Medication Reconciliation Program



Before MiHIN

- Initiated in July, 2013 for **Medicare Advantage HMO** members as an intervention to assist in reducing the All Cause Hospital Readmission Rate; **Medicare Advantage PPO** program began in 2017
- Program is run by four clinical pharmacists and one analyst
- Pharmacists contact members discharged to home within 7 days of discharge (average 5 days)
- Program limited to discharges from a small list of hospitals
- Pharmacists perform medication reconciliation with member and call physician of record for urgent issues identified during interview
- A complete paper medication reconciliation report is sent to member's physician with a request to insert report in the outpatient chart (to help improve HEDIS/STAR MRP metric)



With MiHIN's MIDIGATE Viewer

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- MiHIN provides more consistent discharge summaries and additional clinical information with discharge medication lists allowing the health plan pharmacist to complete a more thorough medication review & reconciliation
- Pharmacist reviews prescription claims history and MiHIN reports prior to contacting member

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- The BCBSM clinical pharmacists complete feedback reports
 - Information is consolidated and sent to MiHIN weekly
- Feedback from all end-users drives conversations with individual facilities around data quality and standards
- Case Managers provide additional feedback related to the usability of the tool, including enhancements that would make the tool more valuable

BCBSM Medication Reconciliation Program



MiHIN has changed the way we do business!

Prior to MiHIN data access:

- The rate limiting steps for completing timely post discharge medication reconciliations
 - Timely notification of admissions and discharges
 - Timely access to hospital discharge summary
 - Accurate member and provider phone numbers
- Our team spent a lot of time doing everything BUT talking to members!

With access to MiHIN:

- Pharmacists have more flexibility to focus on
 - Discharges from hospitals with high readmission rates
 - Members with conditions associated with frequent readmissions
- We are no longer limited to a few hospitals where we have contacts who were willing to fax us a copy of a discharge summary

The Future:

- Investigate opportunities for electronic transmission of pharmacist prepared Med Rec report to member outpatient charts through MiHIN (to assist with HEDIS/Star Med Rec Measure)
- Increase access to MiHIN discharge reports to all pharmacists performing member outreach
 - MTMP pharmacists
 - Pharmacist care managers
- Work with MiHIN team to make refinements to discharge summary and viewer tool (i.e. contract ID search, add death indicator flag)