



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

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Director

INFORMATIONAL LETTER NO.1471

DATE: January 7, 2015

TO: Iowa Medicaid Physician, Dentist, Advanced Registered Nurse Practitioner, Therapeutically Certified Optometrist, Podiatrist, Pharmacy, Home Health Agency, Rural Health Clinic, Clinic, Skilled Nursing Facility, Intermediate Care Facility, Community Mental Health, Family Planning, Residential Care Facility, ICF/ID State and Community Based ICF/ID Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Complex Pharmaceutical Oversight Program

EFFECTIVE: January 1, 2015

*****This letter replaces Informational Letter No. 1460 dated December 11, 2014*****

The IME is pleased to announce the availability of a new IME patient care initiative; the Complex Pharmaceutical Oversight Program (CPOP). This program provides oversight of clinically complex and high-cost drugs, and is designed to reduce waste, enhance medication adherence and improve clinical outcomes.

The CPOP is a patient-focused and pharmacist-driven program, which uses techniques that are not feasible for a traditional prior authorization (PA) program. Iowa Medicaid members receiving complex and high-cost drugs will be proactively identified through claims data by the IME. Once enrolled in the program, patients will speak directly with an IME pharmacist about their current medication regimen. The IME pharmacist will assess medication adherence and administration techniques, adverse events, indications, dosing, duration of therapy, and monitoring parameters. Providers (prescribers and pharmacists) may be contacted by a member of the CPOP team to discuss medication-related issues, or to request additional patient records. Evidence-based guidelines and clinical trials will be used to support program interventions.

The CPOP supports the provider/patient relationship, augments existing care management efforts, and is available free of charge to Iowa Medicaid members.

If you have questions, please contact the CPOP at 515-256-4874 (toll-free 877-776-1567), or by email at cpopinfo@dhs.state.ia.us.