

PHA5209 Managed Care Pharmacy Practice

Semester Fall 2020

2 Credit Hours – [A-E Grading]

This elective course will provide student pharmacists with a practical understanding of managed prescription drug program operations found in Medicare, Medicaid, Exchange, and employer prescription drug benefits offered by insurance companies, health plans, and pharmacy benefit managers (PBMs). Students will apply managed care and patient care principles through active learning sessions that focus on population-based pharmacy benefit design, drug formulary development and management, quality and clinical programs, and pharmaceutical industry relationships. Active learning session case studies allow students to apply managed care pharmacist activities to design population-based prescription drug benefit programs to achieve clinical and economic outcomes. Students will learn how managed prescription drug programs interact with community pharmacy practice and patient access to prescription drugs. This elective allows student pharmacists to apply managed care resources in care and disease management programs to improve patient engagement and health outcomes. Finally, this course will expose student pharmacists to numerous non-traditional professional practice opportunities through the synthesis of business and health care in various managed care organizations.

Teaching Partnership Leader

Patty Taddei-Allen, Pharm D, MBA, BCACP, BCGP

Email: PTaddei-Allen@cop.ufl.edu

- Phone: 813-758-3317
- Office Hours: Please see Canvas course site for posted office hours.

See Appendix A. for Course Directory of Faculty and Staff Contact Information.

Entrustable Professional Activities

This course will prepare you to perform the following activities which the public entrusts a Pharmacist to perform:

- EPA C1 Identify system failures and contribute to a culture of safety and improvement.
- EPA D1 Demonstrate soft-skills in daily practice including interprofessional team collaboration (e.g., interpersonal communication, professionalism, cultural sensitivity, innovative mindset).
- EPA D3. Demonstrate responsibility for personal and professional development.

- EPA D4 Educate patients, other health professionals, peers, and others about medications and, health/wellness strategies.
- EPA E2 Assist patients and care givers to obtain their medications and related para-pharmaceuticals in an affordable manner that meets their healthcare needs. (requires utilization of knowledge of private and public health insurance options)

Course-Level Objectives

Upon completion of this course, the student will be able to:

1. Explain the unique professional practice opportunities for pharmacists in health plans, PBMs, integrated delivery systems state and federal health care agencies.
2. Recognize the other health care professionals and individuals with which managed care pharmacists interact, share information, provide education, and share drug therapy recommendations and evaluations.
3. Explain how managed care pharmacists customize customer-specific prescription drug benefit design programs to achieve clinical and economic outcomes.
4. Describe the drug data and information sources used by managed care pharmacists when evaluating new drugs for formulary inclusion.
5. Describe the process by which managed care organizations select and measure the performance of formularies for Medicaid, Medicare, and commercial insurance programs.
6. Explain how pharmaceutical manufacturers' risk-sharing contracts may improve patient drug access and reduce patient costs.
7. Describe how to develop a DUR program to identify unsafe, abusive, or inappropriate medication prescribing and patient drug use patterns that require intervention.
8. Explain how managed care pharmacists use the CMS Medicare 5-Star Quality Rating and the NCQA HEDIS programs to improve safe and effective drug use.
9. Describe how managed care pharmacists manage access and costs of specialty pharmaceuticals, including bundled reimbursement mechanisms.

Course Pre-requisites

1. Completion of all Year 1 Pharm.D. program coursework including milestones.
2. Satisfactory completion of Blocks 5, 6, and 7.

Course Co-requisites

1. Completion of all Year 1 Pharm.D. program coursework including milestones.
2. Satisfactory completion of Blocks 5, 6, and 7.

Course Outline

Please routinely check your campus calendar and the Canvas course site for any messages about changes in the schedule including meeting dates/times, deadlines, and room changes.

Recommended Dates for Independent Study	Date and Time	Mod#	Activity	Unit Topic	Contact Time [hr.]a	Syllabus Learning Objectives	Responsible
11/30/2020		1	Module	Module 1: Principles of Managed Care Pharmacy Practice		1,2	Dr. Taddei-Allen
11/30/2020		1	Video Other	Watch: Welcome Video	0.17		Dr. Taddei-Allen
11/30/2020		1	Video Lecture	Watch: Lecture 1.1 Managed Care 101	0.25	1,2	Dr. Taddei-Allen
11/30/2020		1	Video Lecture	Watch: Lecture 1.2 Money Trail	0.25	1,2	Dr. Taddei-Allen
11/30/2020		1	Video Lecture	Watch: Lecture 1.3 Increasing Drug Trend	0.25	1,2	Dr. Taddei-Allen
11/30/2020		1	Video Lecture	Watch: Lecture 1.4 Health Plan Coverage Design	0.25	1,2	Dr. Taddei-Allen
11/30/2020		1	Reading	Read: Managed Care Pharmacy Report AMCP	0.25	1,2	Dr. Taddei-Allen
11/30/2020		1	Quiz Self-Assessment	Module 1: Content Mini-Quiz	0.15	1,2	Dr. Taddei-Allen
11/30/2020		1	Optional/Supplemental	Read: Navarro Textbook Chapter 2 and 4 (PDFs provided)			Dr. Taddei-Allen
	Due 12/2/20 2pm	1	Assignment Graded	ALS 1: Case Study Submission	1	1,2	
	12/2/20 2 - 4 pm	1	Active Learning Session--Web	Zoom Meeting 1: Principles of managed care pharmacy	2		Dr. Taddei-Allen
12/01/2020		2	Module	Module 2: Managed prescription drug benefit management strategies		1,3	Dr. Taddei-Allen
12/01/2020		2	Video Lecture	Watch: Lecture 2.1: Plan Sponsor Considerations	0.5		Dr. Taddei-Allen
12/01/2020		2	Video Lecture	Watch: Lecture 2.2: Pharmacy Supply Chain	0.5	1,3	Dr. Taddei-Allen
12/01/2020		2	Video Lecture	Watch: Lecture 2.3: Drug Prices and Prescription Reimbursement	0.5	1,3	Dr. Taddei-Allen
12/01/2020		2	Video Lecture	Watch: Lecture 2.4: Role of pharmacists in managed care	0.5	1,3	Dr. Taddei-Allen
12/01/2020		2	Reading	Read: Kaiser Employer Benefit Report Summary 2020	0.33	1,3	Dr. Taddei-Allen
12/01/2020		2	Reading	Read: Roles of pharmacists in managed health care organizations AMCP	0.25	1,2	Dr. Taddei-Allen

12/01/2020		2	Quiz Self-Assessment	Module 2: Content Mini-Quiz	0.15		Dr. Taddei-Allen
	Due 12/3/20 @ 11:59 pm	1-2	Quiz Online Graded	Online Quiz 1		1,2	Dr. Taddei-Allen
12/03/2020		3	Module	Module 3: Quality, Safety and Clinical Programs		6,7	Dr. Taddei-Allen
12/03/2020		3	Video Lecture	Watch: Lecture 3.1 Overview of Quality and Safety Measures	0.5	6,7	Dr. Taddei-Allen
12/03/2020		3	Video Lecture	Watch: Lecture 3.2 Medicare 5-Star Quality Program	0.5	6,7	Dr. Taddei-Allen
12/03/2020		3	Video Lecture	Watch: Lecture 3.3 Medicare MTM Programs	0.5	6,7	Dr. Taddei-Allen
12/03/2020		3	Reading	Read: PQA 2019 Measure Overview, AMCP DUR paper; NCQA health plan ratings 2016 webpage; CMS MTM 2016 Fact Sheet;	1		Dr. Taddei-Allen
12/03/2020		3	Quiz Self-Assessment	Module 3: Content Mini-Quiz	0.15		Dr. Taddei-Allen
12/04/2020		4	Module	Module 4: Drug Formulary Management		3,4, 6	Dr. Taddei-Allen
12/04/2020		4	Video Lecture	Watch: Lecture 4.1 Drug Formulary Design	0.5	3-4, 6	Dr. Taddei-Allen
12/04/2020		4	Video Lecture	Watch: Lecture 4.2 Drug Tiering and Cost Share	0.5	3-4, 6	Dr. Taddei-Allen
12/04/2020		4	Video Lecture	Watch: Lecture 4.3 Use of Cost-Effectiveness in Formulary Decisions	0.6	3-4, 6	Dr. Taddei-Allen
12/04/2020		4	Video Other	Watch: Interview with Formulary Manager	0.25		Dr. Taddei-Allen
12/04/2020		4	Reading	Read: Explore the CER Collaborative website and do a mock review of an agent	0.5		Dr. Taddei-Allen
12/07/2020		4	Reading	Read: ESI Drug Exclusions 2021	0.25	3-4, 6	Dr. Taddei-Allen
12/07/2020		4	Quiz Self-Assessment	Module 4: Content Mini-Quiz	0.15		Dr. Taddei-Allen
12/07/2020		4	Reading	Optional: Read Chapter 9 Navarro			Dr. Taddei-Allen
12/07/2020		5	Module	Module 5: Specialty Pharmacy Management		3,4, 6	Dr. Taddei-Allen
12/07/2020		5	Video Lecture	Watch: Lecture 5.1 What Are Specialty Drugs?	0.25	3-4, 6	Dr. Taddei-Allen
12/07/2020		5	Video Lecture	Watch: Lecture 5.2 Specialty Drug Cost Trends	0.25	3-4, 6	Dr. Taddei-Allen

12/07/2020	5	Video Lecture	Watch: Lecture 5.3 Specialty Drug Management	0.25	3-4, 6	Dr. Taddei-Allen
12/07/2020	5	Video Lecture	Watch: Lecture 5.4 Specialty Pharmacy Accreditations	0.15	3-4, 6	Dr. Taddei-Allen
12/07/2020	5	Video Other	Watch: Interview with Specialty Pharmacist	0.25	3-4, 6	Dr. Taddei-Allen
12/07/2020	5	Reading	Read: 2019 Trends in Specialty Drug Benefits Report	1	3-4, 6	Dr. Taddei-Allen
12/07/2020	5	Reading	Read: NCCN Task Force Report-Specialty Pharmacy	1		Dr. Taddei-Allen
12/07/2020	5	Reading	Read: Letter to the Editor AJHP	0.25	1,2	Dr. Taddei-Allen
12/07/2020	5	Quiz Self-Assessment	Module 5: Content Mini-Quiz	0.15		Dr. Taddei-Allen
12/7/20 Due 2 pm	2-5	Assignment Graded	ALS 2: Case Study Submission	1	1,3-4,6,7	
12/7/20 2 - 4 pm	2-5	Active Learning Session--Web	Zoom Meeting 2: Drug formulary and specialty benefits case studies	2	1,3-4,6,7	Dr. Taddei-Allen
Due 12/10/20 11:59 pm	3-5	Quiz Online Graded	Online Quiz 2			Dr. Taddei-Allen
12/10/2020	6	Module	Module 6: Pharmaceutical Industry Relationships and Contracting		4,6	Dr. Taddei-Allen
12/10/2020	6	Video Lecture	Watch: Lecture 6.1 PhRMA and Managed Care Organizations	0.25	4,6	Dr. Taddei-Allen
12/10/2020	6		Watch: Lecture 6.2 Contracting	0.5	4,6	Dr. Taddei-Allen
12/10/2020	6	Video Lecture	Watch: Lecture 6.3 Pharmacy Reimbursement and Net Cost	0.25	4,6	Dr. Taddei-Allen
12/10/2020	6	Video Other	Watch: Interview with Chief Pharmacy Officer	0.25	4,6	Dr. Taddei-Allen
12/10/2020	6	Reading	Read: Pharmaceutical value-based contracting: Collaboration is key (PWC), Innovative pharma contracts: When do value-based arrangements work? (McKinsey), Performance-Based Risk-Sharing Arrangements: U.S. Payer Experience (JMCP)	1		Dr. Taddei-Allen
12/10/2020	6	Reading	Read: CBO Report on Medicare Drug Contracting (page 2 through 24)	0.5	4,6 1,2	Dr. Taddei-Allen

12/10/2020	6	Quiz Self-Assessment	Module 6: Content Mini-Quiz	0.15		Dr. Taddei-Allen
12/11/2020	7	Module	Module 7: Medicare and Medicaid		3,4	Dr. Taddei-Allen
12/11/2020	7	Video Lecture	Watch: Lecture 7.1 Medicare Prescription Drug Programs	0.5	3,4	Dr. Taddei-Allen
12/11/2020	7	Video Lecture	Watch: Lecture 7.2 Medicaid Prescription Drug Programs	0.5	3,4	Dr. Taddei-Allen
12/11/2020	7	Reading	Read: Florida Medicaid Prescribed Drug Service Spending Control Initiatives	0.5	3,4	Dr. Taddei-Allen
12/11/2020	7	Reading	Read: " Issue Brief Facts on Medicare Spending and Financing"; Medicaid Enrollment & Spending Growth: FY 2020 &2021 ;Gaining Coverage Through Medicaid Or Private Insurance Increased Prescription Use And Lowered Out-Of-Pocket Spending	1		Dr. Taddei-Allen
12/11/2020	7	Quiz Self-Assessment	Module 7: Content Mini-Quiz	0.15	1,2	Dr. Taddei-Allen
12/14/2020	8	Module	Module 8: Health Care Reform and Insurance Exchanges		1,3-4	Dr. Taddei-Allen
12/14/2020	8	Video Lecture	Watch: Lecture 8.1 The Patient Protection and Affordable Care Act	0.5	1,3-4	Dr. Taddei-Allen
12/14/2020	8	Video Lecture	Watch: Lecture 8.2 Accountable Care Organizations	0.25	1,3-4	Dr. Taddei-Allen
12/14/2020	8	Video Lecture	Watch: Lecture 8.3 Health Insurance Exchanges	0.25	1,3-4	Dr. Taddei-Allen
12/14/2020	8	Reading	Read: CMS Shared Savings Program ACO website; Changes in health status after ACA expansion Health Affairs 2016;Data Note: Changes in Enrollment in the Individual Health Insurance Market through Early 2019	1		Dr. Taddei-Allen
12/14/2020	8	Quiz Self-Assessment	Module 8: Content Mini-Quiz	0.15	1,2	Dr. Taddei-Allen
	6-7	Assignment Graded	ALS 3: Case Study Submission	1	1,3-4,6	
Due 12/11/20 2 pm	6-7	Active Learning Session-- Web	Zoom Meeting 3: Medicare, Medicaid	2	1,3-4,6	Dr. Taddei-Allen

12/14/2020 Due at 11:59pm	6-8	Quiz Online Graded	Online Quiz 3		Dr. Taddei-Allen
12/16/20 10 am - 12 pm	All	Exam	Final Exam (2 hours)	1,3-4,6 1,7	Dr. Taddei-Allen

Total Contact Hours	29.95
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Required Textbooks/Readings

None

Suggested Textbooks/Readings

None

Other Required Learning Resources

None

Materials & Supplies Fees

None

Student Evaluation & Grading

Evaluation Methods and How Grades are calculated.

The Canvas® gradebook will be set-up using the percentages below to compute the grade.

Assessment Item	Grade Percentage
Online Module Quizzes (n=3; 150 points)	15% at 5% ea.
Case Studies Written Submission (n=3; 360 points)	36% at 10% ea.
Case Studies-TBL Participation in ALS Sessions (n=3; 210 points) <i>Attendance taken and participation grade may be negatively adjusted for lateness to sessions; distracting or unprofessional behavior; or leaving early without meeting requirements of an excused absence and/or 24 hour notice to the instructor. Ensure you are in a location with strong WiFi connection.</i>	21% at 7% each
Lecture and Content Mini-Quizzes (n=8; 80 points)	8%
Final Exam (200 points)	20%
Total	100%

Table 1. Grading Scale

Percentage Range	Letter Grade
92.50-100%	A
89.50-92.49%	A-
86.50-89.49%	B+
82.50-86.49%	B
79.50-82.49%	B-
76.50-79.49%	C+
72.50-76.49%	C
69.50-72.49%	C-
66.50-69.49%	D+
62.50-66.49%	D
59.50-62.49%	D-
< 59.50%	E

Rounding of grades:

Final grades in Canvas will be rounded to the 2nd decimal place. If the decimal is X.495 or higher, Canvas will round the grade to X.50. The above scale depicts this policy and grades are determined accordingly. Grade assignment is made using this policy and NO EXCEPTIONS will be made in situations where a student's grade is "close."

Educational Technology Use

The following technology below will be used during the course and the student must have the appropriate technology and software.

1. ExamSoft™ Testing Platform
2. Canvas™ Learning Management System

For technical support, navigate to [Educational Technology and IT Support Contact Information](#) at this URL:

<http://curriculum.pharmacy.ufl.edu/current-students/technical-help/>

Pharm.D. Course Policies

The Policies in the following link apply to this course. Review the [Pharm.D. Course Policies](#) carefully, at this URL: <http://curriculum.pharmacy.ufl.edu/current-students/course-policies/>

Course Evaluation Process

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>

Appendix A. Course Directory

Teaching Partnership Leader/Course Director:

Patty Taddei-Allen, Pharm D, MBA, BCACP, BCGP

Email: PTaddei-Allen@cop.ufl.edu

- Office: Office of Experiential Programs
- Phone: 863-583-6085
- Office Hours: Please see Canvas course site for posted office hours.

Questions to Ask:

- Concerns about performance
- Guidance when there are performance problems (failing grades)
- General questions about content

Instructional Designer:

Nme: Elliot Tordoff

Email: etordoff@cop.ufl.edu

Office: HPNP 4309

Phone: 352-273-9492

Academic Coordinator:

Nme: TBC

Email:

Office: HPNP 4312

Phone:

[Absence/Tardy Request Form](#)

Educational Coordinators:

McKenzie Wallen

Email: mwallen@cop.ufl.edu

Office: Jacksonville Campus

Iverta Allen

Email: iallen@cop.ufl.edu

Office: Orlando Campus

Questions to Ask:

- Issues related to course policies (absences, make up exams, missed attendance)
- Absence/tardy requests (Only the Academic Coordinator handles absence requests)
- Questions about dates, deadlines, meeting place

- Availability of handouts and other course materials
- Assignment directions
- Questions about grade entries in gradebook (missing grades, incorrect grade)
- Assistance with ExamSoft® (Distance campus students may contact the Educational Coordinator for use of Exemplify and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.)