

PHA5209 Managed Care Pharmacy Practice

Fall 2023

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, PharmD, MBA, BCACP, BCGP

- Email: ptaddei-allen@cop.ufl.edu
- Phone: 813-758-3317

Office Hours: Please see the Canvas course site for posted office hours

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

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. Describe the relationships between managed care pharmacists and 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

None.

Course Outline

See Appendix. 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.

Required Textbooks/Readings

None.

Suggested Textbooks/Readings

Suggested readings will be posted on Canvas.

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.]

Table 1.1 Evaluation and Grading

Assessment Item	Grade Percentage
Online Module Quizzes (n=3; 150 points; 5% each) Quizzes that cover a few modules as indicated on Syllabus. Multiple choice questions similar in style to those used in the final exam.	15%
Case Studies Assessment (n=3; 300 points; 10% each) Assessment to ensure comprehension of topics covered during ALS. The assessment will include a mix of the following question types: multiple choice, fill-in-the-blank, matching and others.	30%
Case Studies-TBL Presentation in ALS Sessions (See Appendix C) (n=3; 300 points; 10% each) <i>Students will be placed in groups of 4-5 and will develop a 4 to 5 minute presentation answering a particular Case Study question and present and justify their response to the group.</i>	30%
Lecture and Content Mini-Quizzes (n=8; 80 points; 1% each) Short quizzes to ensure comprehension of module content.	8%
Final Exam (170 points)	17%
Total	100%

Table 1.2 Grading Scale

Percentage	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](http://curriculum.pharmacy.ufl.edu/current-students/technical-help/) at this URL: <http://curriculum.pharmacy.ufl.edu/current-students/technical-help/>

Artificial Intelligence Use

The use of artificial intelligence (AI) text generators such as ChatGPT on assignments, projects, quizzes, and exams is prohibited in this course. Use of AI text generators is considered evidence of academic dishonesty. If a student is uncertain about the use of AI technology, it is the student's responsibility to ask the instructor prior to beginning the assignment or assessment.

Pharm.D. Course Policies

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

Attendance Policy

Attendance is mandatory for active learning sessions such as team-based learning sessions, case discussions, laboratory sessions, and other activities that the instructor designates as required. This course has 3 required sessions. A student who misses greater than 1 session (>25% of the required active learning sessions/activities) or laboratory sessions for this course will receive an incomplete in the course and will retake the course during the next offering, resulting in delayed graduation.

Makeup Assignments

Makeup assignments may be required for excused absences from all Active Learning Sessions. Students will be required to complete the makeup assignment within one week of the missed session.

Late Assignments

Late assignments will be accepted at a 20% reduction of assignment grade.

Accessibility and Belonging Statement

The University of Florida College of Pharmacy strives to stimulate a culture that promotes diversity and inclusion within an exceptional community of students, faculty, and staff. It is our intent that students from all diverse backgrounds and perspectives be well served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to this class be viewed as a resource, strength, and benefit.

We intend to present materials and activities that are respectful of diversity: gender, sexuality, disability, age, socioeconomic status, ethnicity, race, and culture. Your suggestions are encouraged and appreciated. Please let us know ways to improve the course's effectiveness for you personally or for other students or student groups.

If any of our class meetings conflict with any of your religious events, an excused absence will be provided when requested using the standard UF COP process as detailed in the [UF COP Course policies](#).

If you feel that you have experienced or witnessed any bias/treatment that falls short of these expectations, you may submit a report through the UF [COP Student Mistreatment Report](#).

Course Evaluation Process

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

Appendix A. Course Directory

Teaching Partnership Leader/Course Director(s):

Patty Taddei-Allen, PharmD, MBA, BCACP, BCGP

- Email: ptaddei-allen@cop.ufl.edu
- Phone: 813-758-331
- Office Hours: Please see the 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:

Skylar Johnson, M.A.

- Email: skylarjohnson@cop.ufl.edu
- Phone: 352-273-5719

Academic Coordinator Gainesville Campus:

Hanna Stallard

- Email: hstallard@ufl.edu
- Office: HPNP 4309
- Phone: 352-273-6312

[2PD Absent Ticket](#)

[3PD Absent Ticket](#)

Educational Coordinators

Katie Orben

- Email: korben06@ufl.edu
- Office: Jacksonville Campus
- Phone: (904)-244-9590

Jessica Linares

- Email: jnoriegalinares@ufl.edu
- Office: Orlando Campus
- Phone: (407) 313 – 7007

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.)

Appendix B: Course Outline

Date / Time [Recommended for Independent Study]	Mod #	Activity	Activity Title	Objectives	Contact Time (hr)	Responsible
	1	Module	Module 1: Principles of Managed Care Pharmacy Practice			Patty Taddei-Allen
11/29/23	1	Video Other	Welcome Video	1,2	0.17	Patty Taddei-Allen
11/29/23	1.1	Lecture Video	Managed Care 101	1,2	0.25	Patty Taddei-Allen
11/29/23	1.2	Lecture Video	Money Trail	1,2	0.25	Patty Taddei-Allen
11/29/23	1.3	Lecture Video	Increasing Drug Trend	1,2	0.25	Patty Taddei-Allen
11/29/23	1.4	Lecture Video	Health Plan Coverage Design	1,2	0.25	Patty Taddei-Allen
11/29/23	1	Reading	Managed Care Pharmacy Report AMCP	1,2	0.25	Patty Taddei-Allen
11/30/23 Due 11:59pm	1	Quiz (Self-Assessment)	Module 1: Content Mini-Quiz	1,2	0.15	Patty Taddei-Allen
11/30/23 from 12pm-1:50pm	1	Active Learning Session -- Zoom	Zoom Meeting 1: Principles of Managed Care Pharmacy	1,2	2	Patty Taddei-Allen
During Class	1	Assignment (Graded)	TBL Presentation 1			
12/01/23 Due 11:59pm	1	Assignment (Graded)	ALS 1: Case Study Assessment			
	2	Module	Module 2: Managed prescription drug benefit management strategies			Patty Taddei-Allen
12/01/23	2.1	Lecture Video	Plan Sponsor Considerations	1,3	0.5	Patty Taddei-Allen
12/01/23	2.2	Lecture Video	Pharmacy Supply Chain	1,3	0.5	Patty Taddei-Allen
12/01/23	2.3	Lecture Video	Drug Prices and Prescription Reimbursement	1,3	0.5	Patty Taddei-Allen
12/01/23	2.4	Lecture Video	Role of pharmacists in managed care	1,3	0.5	Patty Taddei-Allen
12/01/23	2	Reading	Kaiser Employer Benefit Report Summary 2021	1,3	0.75	Patty Taddei-Allen
12/01/23	2	Reading	Careers for Pharmacists in Managed Health Care Organizations	1,3	0.25	Patty Taddei-Allen
12/01/23	2	Reading (Web)	Shifting paradigms: Reframing coverage of antiobesity medications for plan sponsors	1,3	0.25	Patty Taddei-Allen

Date / Time [Recommended for Independent Study]	Mod #	Activity	Activity Title	Objectives	Contact Time (hr)	Responsible
12/4/23 Due at 11:59pm	2	Quiz (Self-Assessment)	Module 2: Content Mini-Quiz	1,2	0.15	Patty Taddei-Allen
12/4/23 Due at 11:59pm	1-2	Quiz (Online)	Online Quiz 1	1,2	0.15	Patty Taddei-Allen
	3	Module	Module 3: Quality, Safety and Clinical Programs			Patty Taddei-Allen
12/04/23	3.1	Lecture Video	Overview of Quality and Safety Measures	6,7	0.5	Patty Taddei-Allen
12/04/23	3.2	Lecture Video	Medicare 5-Star Quality Program	6,7	0.5	Patty Taddei-Allen
12/04/23	3.3	Lecture Video	Medicare MTM Programs	6,7	0.5	Patty Taddei-Allen
12/04/23	3	Reading	PQA 2021 Measure Overview, AMCP DUR paper; CY2019 MTM Fact Sheet;	6,7	1	Patty Taddei-Allen
12/5/23 Due at 11:59pm	3	Quiz (Self-Assessment)	Module 3: Content Mini-Quiz		0.15	
	4	Module	Module 4: Drug Formulary Management			Patty Taddei-Allen
12/05/23	4.1	Lecture Video	Drug Formulary Design	3-4, 6	0.5	Patty Taddei-Allen
12/05/23	4.2	Lecture Video	Drug Tiering and Cost Share	3-4, 6	0.5	Patty Taddei-Allen
12/05/23	4.3	Lecture Video	Use of Cost-Effectiveness in Formulary Decisions	3-4, 6	0.6	Patty Taddei-Allen
12/05/23	4	Reading	Explore the CER Collaborative website and do a mock review of an agent	3-4, 6	0.5	Patty Taddei-Allen
12/05/23	4	Reading (Web)	Methodology for conducting a comprehensive product review in managed care	3-4, 6	0.25	Patty Taddei-Allen
12/05/23	4	Reading	ESI Drug Exclusions 2022	3-4, 6	0.25	Patty Taddei-Allen
12/6/23 Due at 11:59pm	4	Quiz (Self-Assessment)	Module 4: Content Mini-Quiz		0.15	
	5	Module	Module 5: Specialty Pharmacy Management			Patty Taddei-Allen
12/06/23	5.1	Lecture Video	What Are Specialty Drugs?	3-4, 6	0.25	Patty Taddei-Allen
12/06/23	5.2	Lecture Video	Specialty Drug Cost Trends	3-4, 6	0.25	Patty Taddei-Allen
12/06/23	5.3	Lecture Video	Specialty Drug Management	3-4, 6	0.25	Patty Taddei-Allen
12/06/23	5.4	Lecture Video	Specialty Pharmacy Accreditations	3-4, 6	0.15	Patty Taddei-Allen
12/06/23	5	Reading	2019 Trends in Specialty Drug Benefits Report	3-4, 6	1	Patty Taddei-Allen

Date / Time [Recommended for Independent Study]	Mod #	Activity	Activity Title	Objectives	Contact Time (hr)	Responsible
12/06/23	5	Reading	NCCN Task Force Report-Specialty Pharmacy	3-4, 6	1	Patty Taddei-Allen
12/06/23	5	Reading (Web)	Drug Channels Institute: White Bagging Update 2022: Hospitals Battle to Boost Buy-and-Bill	3-4, 6	0.25	Patty Taddei-Allen
12/06/23	5	Reading	Letter to the Editor AJHP		0.25	
12/7/23 from 12pm-1:50pm	2-5	Active Learning Session -- Zoom	Zoom Meeting 2: Drug Formulary and Specialty Benefits Case Studies	1,3-4,6,7	2	Patty Taddei-Allen
During Class	2-5	Assignment (Graded)	TBL Presentation 2			
12/7/23 Due at 11:59pm	5	Quiz (Self-Assessment)	Module 5: Content Mini-Quiz	1,2	0.15	Patty Taddei-Allen
12/8/23 Due at 11:59pm	2-5	Assignment (Graded)	ALS 2: Case Study Assessment			
Due 12/7/23 Due at 11:59pm	3-5	Quiz (Online)	Online Quiz 2	1,3-4,6,7	0.15	Patty Taddei-Allen
	6	Module	Module 6: Pharmaceutical Industry Relationships and Contracting			Patty Taddei-Allen
12/07/23	6.1	Lecture Video	PhRMA and Managed Care Organizations	4,6	0.25	Patty Taddei-Allen
12/07/23	6.2	Lecture Video	Contracting	4,6	0.5	Patty Taddei-Allen
12/07/23	6.3	Lecture Video	Pharmacy Reimbursement and Net Cost	4,6	0.25	Patty Taddei-Allen
12/07/23	6	Reading	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)	4,6	1	Patty Taddei-Allen
12/07/23	6	Reading	CBO Report on Medicare Drug Contracting (page 2 through 24)	4,6	0.5	Patty Taddei-Allen
12/8/23 Due at 11:59pm	6	Quiz (Self-Assessment)	Module 6: Content Mini-Quiz	1,2	0.15	Patty Taddei-Allen
	7	Module	Module 7: Value of Medicine			Patty Taddei-Allen
12/08/23	7.1	Lecture Video	Value vs. Cost of Medicine	1,3-4	0.5	Patty Taddei-Allen
12/08/23	7.2	Lecture Video	Pharmacoeconomics	1,3-4	0.25	Patty Taddei-Allen

Date / Time [Recommended for Independent Study]	Mod #	Activity	Activity Title	Objectives	Contact Time (hr)	Responsible
12/08/23	7.3	Lecture Video	Health Technology Assessments	1,3-4	0.25	Patty Taddei- Allen
12/08/23	7	Reading (PDF)	Pharmacoeconomic Reading	1,3-4	0.25	Patty Taddei- Allen
12/08/23	7	Reading (PDF)	MID Chronic Diseases 2022_September	1,3-4	0.25	Patty Taddei- Allen
12/11/23 Due at 11:59pm	7	Quiz (Self- Assessme nt)	Module 7: Content Mini-Quiz	1,2	0.15	Patty Taddei- Allen
	8	Module	Module 8: Medicare, Medicaid, and Exchanges			Patty Taddei- Allen
12/11/23	8.1	Lecture Video	The Patient Protection and Affordable Care Act	3-4	0.5	Patty Taddei- Allen
12/11/23	8.2	Lecture Video	Medicaid Prescription Drug Programs	3-4	0.5	Patty Taddei- Allen
12/11/23	8.3	Lecture Video	Medicare Prescription Drug Programs	3-4	0.5	Patty Taddei- Allen
12/11/23	8.4	Lecture Video	Health Insurance Exchanges	3-4	0.5	Patty Taddei- Allen
12/11/23	8	Reading (PDF)	How Will the Prescription Drug Provisions in the Inflation Reduction Act Affect Medicare Beneficiaries?	3-4	0.25	Patty Taddei- Allen
12/12/23 from 12pm-1:50pm	6-8	Active Learning Session -- Zoom	Zoom Meeting 3: Medicare, Medicaid, and Insurance Exchanges	1,3-4,6	2	Patty Taddei- Allen
During Class	6-8	Assignme nt (Graded)	TBL Presentation 3			
12/13/23 Due at 11:59pm	6-8	Assignme nt (Graded)	ALS 3: Case Study Assessment			
12/13/23 Due at 11:59pm	8	Quiz (Self- Assessme nt)	Module 8: Content Mini-Quiz	1,2	0.15	Patty Taddei- Allen
12/13/23 Due at 11:59pm	6-8	Quiz (Online)	Online Quiz 3	1,3-4,6	0.15	Patty Taddei- Allen
12/15/23 from 10am-12pm	All	Exam	Final Exam (2 hours)	1-7		Patty Taddei- Allen
			Total Contact Hours		27.07	

Appendix C: TBL Presentations in ALS

ALS Presentation Rubric – Managed Care Pharmacy

Criteria	Unsatisfactory-Beginning	Developing	Accomplished	Exemplary	Total
Presentation/ Content (Group grade)	0-27 points <ul style="list-style-type: none"> Content shows a lack of understanding Inadequate evidence of research and insufficient relevant information and facts. Content is confusing and/or contains frequent inaccuracies. 	28-31 points <ul style="list-style-type: none"> Content shows general understanding of the topic. Limited evidence of research in locating relevant information and facts and/or supporting statements made. Content contains some inaccuracies, inconsistencies, misinterpretations, and/or somewhat unclear. 	32-35 points <ul style="list-style-type: none"> Content shows an adequate understanding of the topic. Some research effort is evident in locating relevant information and facts. Content is mostly accurate and reasonably organized. May contain some inconsistencies in content or some connections made may not be supported. 	36-40 points <ul style="list-style-type: none"> Content shows a thorough understanding of the topic. Substantive research effort is evident in locating relevant information and facts. Content is accurate and sequenced in a clear, logical way. 	/40
Presentation/ Design (Group grade)	0-11 points <ul style="list-style-type: none"> Slides generally lack visual appeal and are text-heavy with little or no visuals and/or exhibit an overuse of color or animations. Media, (e.g., images), if used, are rarely cited on each slide. Presentation appears disjointed rather than unified and/or frequent errors (grammar, punctuation, spelling, formatting, etc.) on the slides 	12-15 points <ul style="list-style-type: none"> Slides generally include a mix of white space, visuals, and/or text but not consistently and/or some overuse or inappropriate use of color or animations. Presentation contained some errors (grammar, punctuation, spelling, formatting, etc.) on the slides. 	16-23 points <ul style="list-style-type: none"> Slides are effectively designed with visual appeal including white space, visuals, and minimal text for the most part. Presentation contained minor errors (grammar, punctuation, spelling, formatting, etc.) on the slides. 	24-25 points <ul style="list-style-type: none"> Slides are visually well designed, aesthetically pleasing with appropriate use of white space, visuals, and minimal text, on each slide. Highly cohesive presentation and basically free from errors (grammar, punctuation, spelling, formatting, etc.) on the slides. 	/25
Presentation/ Oral Delivery (Group grade)	0-15 points <ul style="list-style-type: none"> Ineffective in delivering the oral presentation demonstrating below average/poor communication skills. Substantially over/under the time limit to present Lack of preparation was evident. 	15-22 points <ul style="list-style-type: none"> Somewhat effective in delivering the oral presentation demonstrating average communication skills. Slightly over/under the time limit. More preparation was needed. 	23-33 points <ul style="list-style-type: none"> Effective in delivering the oral presentation demonstrating good communication skills and generally close to the time limit for the group to present (5 minutes total). Preparation was evident for the most part. 	34-35 points <ul style="list-style-type: none"> Highly effective in delivering a well-polished oral presentation within the time limit for the group to present (5 minutes total). Preparation was strongly evident. 	/35
Criteria	Unsatisfactory-Beginning	Developing	Accomplished	Exemplary	Total
TOTAL POINTS (sum of 6 Criteria)					/100