MDLink™ Medicare Medication Therapy Management Program

Fallon Health, in partnership with our Medication Therapy Management (MTM) vendor, CSS Health (CSS), would like to inform you of a program to improve our Fallon Medicare Plus and Navicare HMO members' engagement in the CMS Comprehensive Medication Review (CMR).

Program Overview

MDLink™ provides a referral coordination service, that uses the "power" of the physician referral to engage patients in care activities.

To employ the MDLink program to engage patients in a CMR, CSS utilizes the automated functionality in its software to identify all members who have been identified as MTM eligible, but have not participated in a comprehensive medication review.

For each member identified, a recommendation is faxed to the identified primary prescriber. The recommendation articulates that the patient is eligible for a medication therapy management review due to meeting the CMS submission criteria and provides a short description of the MTM review and its benefits. The recommendation requests that the prescriber refer their patient to the plan's MTM program.

Prescribers who do not respond to the program are re-faxed a referral request (monthly referrals).

Prescribers respond to referral requests by signing the referral and faxing it to the plan-specific secure fax server. CSS coordinates referral requests by printing the prescriber's signed referral, attaching a cover letter, and mailing the referral to the patient.

CSS allows three (3) days for mail delivery and contacts the patient to discuss their physician's referral. If the patient can be engaged in a MTM interaction, a CMR is completed and fulfilled as required by CMS.