Staying Healthy

Get the most benefit from your medications

KAISER PERMANENTE • MEDICATION THERAPY MANAGEMENT (MTM) PROGRAM



Do I qualify for the MTM program?

You may be eligible if:

- You are a current member of Kaiser Permanente
- Your plan includes Medicare Part D covered medicines
- You have **three (3)** or more chronic conditions, are taking **eight (8)** or more medications, and will spend more than **$1,340.00** on drug costs annually.
- You are currently enrolled in a Drug Management Program (DMP)

How do I enroll in the MTM program?

A member of our MTM team may contact you by letter, phone, or secure message through kp.org if you qualify for the program. For more information, you can visit **kp.org/seniorrx** or call our MTM team at **(808) 432-3035** (all islands) (TTY **711**), Monday through Friday, 8:00 a.m. to 4:30 p.m.

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Our Medication Therapy Management (MTM) Program connects you and your doctor with specially trained pharmacists to make sure all the medications you take are necessary, safe, and effective.

1. It starts with a short phone call from an MTM team member to review all your medicines:
    - Medications for chronic conditions like diabetes, high blood pressure, and heart disease
    - Vitamins and other supplements
    - Over-the-counter (OTC) medicines like aspirin and ibuprofen
2. We'll look for ways to reduce side effects, prevent harmful drug interactions, and lower drug costs.
3. You'll receive an action plan based on your needs to help you get the most out of your medications.
4. We'll stay in touch to keep you on a healthy track.

The MTM program is not a benefit. It's an extra service offered at no additional cost to members who qualify.

NONDISCRIMINATION NOTICE

Kaiser Permanente complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently or less favorably because of:

- Race
- Color
- National Origin (including limited English proficiency and primary language)
- Age
- Disability
- Sex

Kaiser Permanente provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, braille, accessible electronic formats, other formats)

Kaiser Permanente provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **808-432-5330**, toll-free **1-800-651-2237** or by TTY **711**

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way, you can file a grievance with: Kaiser Civil Rights Coordinator, 711 Kapiolani Blvd., Honolulu, HI 96813. Phone: **808-432-5330** or toll-free **1-800-651-2237;** TTY: **711;** Fax: **808-432-5300;** Email: civil-rights-coordinator@kp.org.

You can file a grievance in person or by mail or fax. If you need help filing a grievance, the Kaiser Permanente Civil Rights Coordinator is available to help you.

This notice is available at Noticehttps://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice/medicaid

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201; **1-800-368-1019**,**1-800-537-7697** (TDD) Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

HELP IN YOUR LANGUAGE

(English) Do you need help in another language? Language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-651-2237** to tell us which language you speak. (TTY: **711**).
(Cantonese) 您需要其他语言帮助吗？我们免费为您提供语言援助服务，包括适当的辅助工具和服务。请致电 **1-800-651-2237** 告知我们您说什么语言。 (TTY: **711**).
(Chuukese) En mi nit aninis non pwan och fosun fonu? Mi kawor aninisin fosun fonu me ekoch pisekin aninis, ese kamo, mi kawor ngonuk. Kekeri **1-800-651-2237** ka ereni kich meni fosun fonu ke kan fos non. (TTY: **711**).
(French) Avez-vous besoin d'aide dans une autre langue ? Des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le **1-800-651-2237** pour nous dire quelle langue vous parlez. (TTY: **711**).
(German) Benötigen Sie Hilfe in einer anderen Sprache? Die Sprachassistenz mit entsprechenden Hilfsmitteln und Dienstleistungen steht Ihnen kostenfrei zur Verfügung. Rufen Sie **1-800-651-2237** an, um uns mitzuteilen, welche Sprache Sie sprechen. (TTY: **711**).
(Hawaiian) Loaʻa iā ʻoe nā lawelawe kōkua ʻōlelo me nā kōkua kōkua a me nā lawelawe me ka uku ʻole. Kāhea **1-800-651-2237** oe ia la kaua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: **711**).
(Ilocano) Kasapulam kadi ti tulong iti sabali a pagsasao? Dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a kanayonan a tulong ken serbisio, a libre, ket mabalin a mausar para kenka. Tawagan ti **1-800-651-2237** tapno maibagam kadakami no ania a pagsasao ti pagsasaom. (TTY: **711**).
(Japanese) 他の言語でのサポートが必要ですか？適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。**1-800-651-2237** にお電話いただき、使用される言語をお知らせください。（TTY：**711**）。
(Korean) 다른 언어로 도움이 필요하신가요? 언어 지원 서비스는 필요에 따라 보조 기기 및 서비스를 포함하여 무료로 제공됩니다. 도움이 필요한 언어를 알려주시려면 **1-800-651-2237** 로 전화해 주세요. （TTY：**711**）.
(Mandarin) 您需要其他語言的幫助嗎？您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 **1-800-651-2237** 告訴我們您說哪種語言。(TTY:**711**).
(Marshallese) Kwōj ke aikuj jipañ ilo kajin ko jet? Ro rej ropajikin jipañ eok ikijjien kajin im jerbal ko jet repojakin jerbal ippaṃ ilo ejjeḷọk oṇaer. Kūr tok **1-800-651-2237** ñan kaaroñ tok kōm kōn kajin eo aṃ. (TTY: **711**).
(Samoan) O lo'o e mana'omia se fesoasoani i se isi gagana? O auaunaga fesoasoani i le gagana, e aofia ai meafaigaluega talafeagai ma auaunaga, e leai ni totogi, o lo'o avanoa mo oe. Fa'amalie atu i le **1-800-651-2237** ma ta'u mai i matou le gagana e te tautala ai. (TTY: **711**).
(Spanish) ¿Necesita ayuda en otro idioma? Tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-651-2237** para que nos indique el idioma que habla. (TTY: **711**).
(Tagalog) Kailangan mo ba ng tulong sa ibang wika? Available sa iyo ang mga serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-651-2237** para sabihin sa amin kung aling wika ang sinasalita mo. (TTY: **711**).
(Tongan) ʻOku ke toe fiemaʻu ha tokoni ʻi ha lea kehe? ʻOku ʻi ai ha sevesi tokoni fakatonu lea pea mo ha naunau meʻa fanongo, ʻoku taʻetotongi, mo faingamalie kiate koe. Taa **1-800-651-2237** pea talamai ʻa e lea ʻoku ke fakaʻaongaʻi. (TTY:**711**).

(Vietnamese) Bạn có cần trợ giúp bằng ngôn ngữ khác không? Bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-651-2237** để cho chúng tôi biết ngôn ngữ bạn nói. (TTY: **711**).
(Visayan) Nanginahanglan ka ba og tabang sa laing pinulongan? Ang mga serbisyo sa tabang sa pinulongan lakip ang angay nga mga auxiliary nga mga himan ug serbisyo, libre, anaa kanimo. Tawag sa **1-800-651-2237** aron isulti kanamo kung unsang pinulongan ang imong ginasulti. (TTY: **711**).