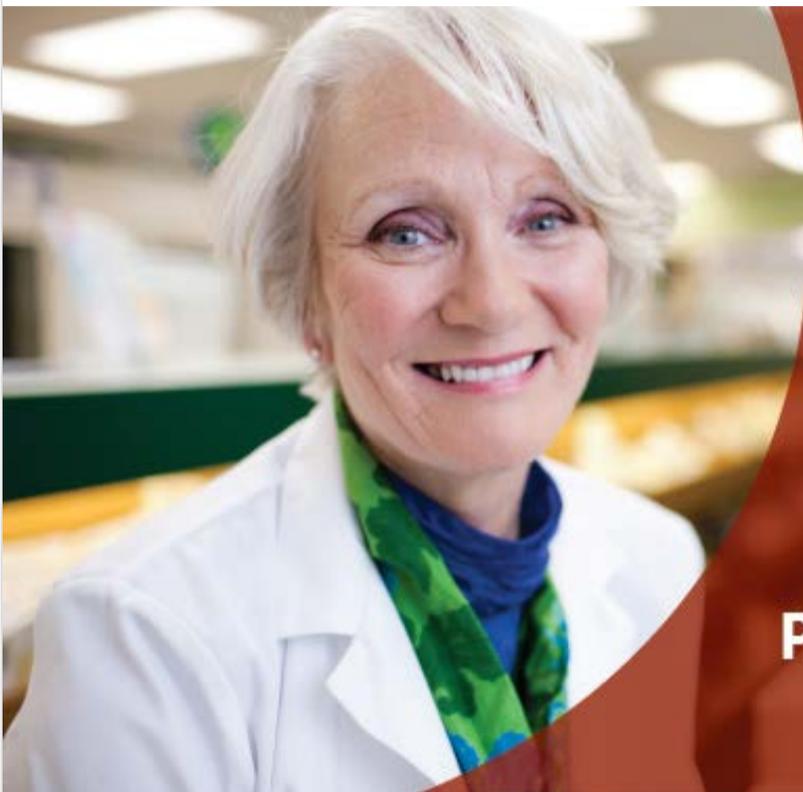


## In This Issue!

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Happy  
**American  
Pharmacists  
Month!**

October is American Pharmacists Month—a time to recognize pharmacists and pharmacy staff and to celebrate your contributions to your patients' health. Because of you, patients have a better understanding of their medications, they are setting and achieving health goals, and they're preventing illness with immunizations and improved adherence to their chronic medications.

From all of us here at Mirixa, thank you for your dedication to patient care and for your contributions to the profession of pharmacy.

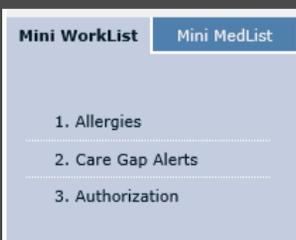
## TIME SAVING TIPS:

### NOT ALL CASES ARE CREATED EQUAL

**Q: What's the difference between a Comprehensive Medication Review (CMR) case and a Targeted Intervention such as an Adherence Case or Star Ratings Case?**

As the name implies, a CMR is a deep dive into a patient's medications and health conditions to assess medication safety, appropriateness, effectiveness and adherence and to develop and communicate an individualized patient medication action plan and current personal medication list. Adherence cases, along with cases for other targeted programs, are typically focused on one or two specific medication therapy problems identified with a MirixaPro Alert. Therefore, CMRs generally take more time to complete and document, whereas, cases for targeted programs are quicker and require less documentation.

In all MirixaPro programs, required sections will always be denoted with a red asterisk. Fields without a red asterisk can still be used, but they are considered optional. For example, in a targeted program focused on adherence, the Allergies section is not always required, but it is a good clinical practice to ask a patient about allergies before making drug therapy recommendations. Additionally, as part of an adherence case, the pharmacist is not required to document SIG/Directions, medication Purpose or a patient MAP but may optionally choose to do so, if the PML/MAP handout will help reinforce the intervention and improve adherence.



This image illustrates the 3 required service / documentation components for an Adherence or Star Ratings Type of Program.

#### Tip:

Use the Mini WorkList on the left side of your case to help you identify and navigate directly to required sections. The Program Info Tab and the Program Service Description (PSD) also contains details on program requirements.



This image illustrates the required documentation components for a CMR case.



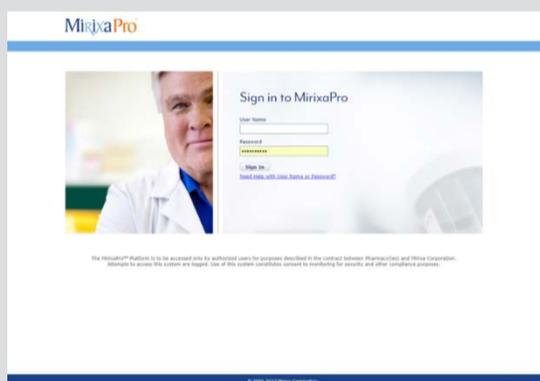
## 2017 is Quickly Drawing to a Close - Do You Know Where You Stand with Your STAR Ratings?

### Improve Your Pharmacy's Performance Ratings for 2017!

Your opportunities to further affect your pharmacy's performance ratings for 2017 are quickly drawing down. Check your MirixaPro queue today and conduct the cases you have available with your patients. Please note - Payers may remove cases early for year-end disposition, so your immediate action is requested.

Every Adherence case or MTM service provided to your patients may increase your pharmacy's performance ratings. Leverage your expertise and your relationship with your patients to provide them service.

## Missing Some Features of MirixaPro? Update Your Browser!



Many of the latest features of the MirixaPro platform are dependent upon the newest browser technologies to work. Older versions of browser software will either not run these features properly or even not at all.

For example, today's MirixaPro platform will not be able to run all of its current feature set if you use Internet Explorer 8 or older (current version of Internet Explorer is 11). Older browsers

are also vulnerable to many security risks including key logging software, spyware and a variety of hacker activities, so having up-to-date software is very important.

Make sure that your browser's auto-update feature is enabled if you do not constantly ensure your browser is up-to-date. This will enable your system to complete this task for you and put your mind at ease. Consult your browser provider for further details on ensuring your browser is up-to-date.

## REMEMBER THESE IMPORTANT COMPLIANCE TIPS!

### 1. YOU MUST FULLY DOCUMENT THE CONTACT LOG WITH ALL CONTACTS

Fully documenting the Contact Log is an important part of providing a medication counseling service. You must document in the Contact Log relevant information about every attempt to reach a patient or caregiver which does not result in the immediate delivery of service...(READ MORE)....

### 2. YOU MUST DECLINE A CASE IF A PATIENT IS DECEASED WHEN YOU ATTEMPT TO SERVE THE CASE.

In order to serve a case, you must speak with the patient or caregiver or other authorized representative (if appropriate, and the patient is alive but unavailable). If the patient is deceased when you attempt to serve the case, the case must be declined ... (READ MORE) ...

FOR THE FULL COMPLIANCE TIP DOCUMENT, CLICK HERE!



**Mirixa Support:**  
**(866) 218-6649**

**Monday - Friday 8:30am-5:30pm ET**  
or visit 'Contact Support' on the  
MirixaPro platform.

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