

SinfoníaRx - your trusted partner in healthcare optimization

How do our members benefit from the SinfoníaRx program?

Our members have the ability to participate in this complimentary service which proactively monitors all of the member's medications and health conditions to improve overall health. As a vital part of a member's healthcare team, SinfoníaRx works directly with providers to identify and resolve any and all potential drug-related problems.

Why should I encourage members to participate in this service?

Members with chronic illness face a number of challenges managing their day-to-day and long term health. SinfoníaRx services combine clinical expertise and innovative health information technology to provide solutions for members, providers, and the plans we serve.

Through the SinfoníaRx program, targeted outreach addresses multiple need areas including safety concerns, adherence to national consensus treatment guidelines, adherence to prescribed medication regimens, and cost savings opportunities.

How can I ensure members take part in this comprehensive program?

The SinfoníaRx MTM program includes many features geared toward member engagement, leading to strong outcome performance. Some of these key features include:

- **MTM Program Qualification** completed using both historical and current claims for early identification of members for qualification.
- **Comprehensive Medication Reviews (CMRs)** performed by credentialed MTM pharmacists who contact the member by mail and by phone to complete the full medication reconciliation.
- **Targeted Medication Reviews** completed every time a qualified member has a new fill or should have a fill for a chronic medication, identifying potential drug therapy problems and potential Star improvement opportunities.

Please encourage our members to participate in this valuable service by connecting them with a SinfoníaRx pharmacist.



SinfoníaRx is accepting warm transfers today!

Patients can visit our website at sinfoniarx.com/patient_experience
or can call **1-844-866-3730** (Monday - Friday, 10am to 8pm ET);
TTY/TTD users please call **1-800-367-8939**