

Quality Assurance Policy

GuildNet Medicare Pharmacy Services performs point of sale and retrospective Quality Assurance reviews.

The purpose of the Quality Assurance review is to reduce and prevent medication errors and adverse drug reactions and to improve overall medication use.

GuildNet Medicare Pharmacy Services oversees the utilization of prescription medications and carefully screens each prescription fill against the following criteria:

- **Dosing:** GuildNet Medicare Pharmacy Services evaluates the dose of medications to determine if it is within established dosage ranges, meaning not too high or too low.
- **Gender/ Age:** GuildNet Medicare Pharmacy Services carefully screens prescribed medication to determine if it is appropriate for a patient's gender and age.
- **Appropriate Medication Use:** GuildNet Medicare Pharmacy Services reviews the time frame for refills and new fills to make sure that patients use their prescribed medications according to the established dosing guidelines, including controlled substances.
- **Drug-Drug; Drug-Disease Interaction:** GuildNet Medicare Pharmacy Services reviews medication profiles to detect potential interactions between prescribed medications and patient's medical conditions.
- **Medication Duplication:** GuildNet Medicare Pharmacy Services screens each patient profile to ensure that newly prescribed medications are not similar to or the same as other medications already taken by the patient.
- **FDA – issued warnings:** GuildNet Medicare Pharmacy Services reviews FDA issued warnings about medication adverse reactions, new dosage formulations, and administration routes, and then re-evaluates the formulary (list of covered medications) to make improvements.

If you have any questions about our Quality Assurance Policy, please do not hesitate to contact Participant Services at 1-800-815-0000 (TTY 711).

GuildNet Gold Plus FIDA Plan is a managed care plan that contracts with both Medicare and New York State Department of Health (Medicaid) to provide benefits of both programs to participants through the Fully Integrated Duals Advantage (FIDA) Demonstration.

Limitations and restrictions may apply. For more information, call GuildNet Gold Plus FIDA Plan or read the Participant Handbook.

Benefits, List of Covered Drugs, and pharmacy and provider networks may change from time to time throughout the year and on January 1 of each year.

You can get this information for free in other languages. Call **1-800-815-0000** and TTY/TDD **711** during Monday through Sunday, from 8 am to 8 pm. The call is free.

Spanish

Usted puede obtener esta información gratis en otros idiomas. Llame al **1-800-815-0000**; y TTY/TDD **711**, de lunes a domingo, entre 8 am y 8 pm. La llamada es gratis.

The State of New York has created a participant ombudsman program called the Independent Consumer Advocacy Network (ICAN) to provide Participants free, confidential assistance on any services offered by GuildNet Gold Plus FIDA Plan. ICAN may be reached toll-free at 1-844-614-8800 or online at icannys.org.