

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 Customer Service at 1-800-815-0000 (TTY 711), Monday through Sunday, 8aam to 8pm.

GuildNet Gold is a HMO SNP plan with a Medicare and New York State Medicaid contract. Enrollment in GuildNet Gold depends on contract renewal.

This information is available for free in other languages. Please contact our customer service number at 1-800-815-0000, from 8 a.m. to 8 p.m., Monday through Sunday. TTY users should call 711 from 8 a.m. to 8 p.m., Monday through Sunday for additional information.

Esta información está disponible sin cargo en otros idiomas. Por favor llame a los números de Servicio al miembro al 1-800-815-0000 (solo los usuarios de TTY: 711) para obtener información adicional. El Servicio al miembro está disponible lunes a domingo, de 8 a.m. to 8 p.m.