



Magellan Rx PGY1 Managed Care Residency Program

Ver. 2019
Updated 1/14/2019

This residency site agrees that no person at this site will solicit, accept, or use any ranking-related information from any residency applicant.



Academy of
Managed Care
Pharmacy®



Accredited

Residency Overview

General Description

Welcome to Magellan Rx Management and your Managed Care Residency site!

At Magellan Rx Management, we are a full-service PBM with a value-driven approach to delivering targeted clinical programs, powerful member and provider engagement strategies, advanced analytics, and expert specialty pharmacy management capabilities that help our customers and members solve complex pharmacy challenges.

We're proud to serve our members and help those who need us most. It's our mission to lead humanity to healthy, vibrant lives – whatever the circumstances. Our diverse and talented workforce does so by making powerful contributions that are purposeful and rewarding.

Program Mission

To provide the highest value insurance and business services while developing clinically proficient managed care pharmacists with strong leadership qualities in a structured and challenging environment. MRx's PGY1 Residency Program will develop residents to achieve professional competence in the Managed Care setting.

During your residency, you will have the opportunity to become part of the clinical team and work closely with the pharmacy services department. In addition, you will be involved with other departments, committees (including P&T), and customers that interact with MRx. The pharmacy services department offers evidence based clinical programs to support each of our clients across a multitude of program settings. In addition, MRx provides clinical services to our clients including formulary management, analytics, rebate strategies, utilization management, and benefit design. At MRx, we strive to create innovative solutions to manage costs while improving the quality of health care.

Statement of Purpose

PGY1 pharmacy residency programs build on Doctor of Pharmacy (Pharm.D.) education and outcomes to develop managed care pharmacist clinicians with diverse patient care, leadership and education skills who are eligible for board certification and postgraduate year two (PGY2) pharmacy residency training. A managed care residency will provide systematic training of pharmacists to achieve professional competence in the delivery of patient care and managed care pharmacy practice.

Residents in PGY1 residency programs are provided the opportunity to accelerate their growth beyond entry-level professional competence in patient-centered care and in pharmacy operational services, and to further the development of leadership skills that can

be applied in any position and in any practice setting. PGY1 residents in managed care pharmacy are trained to deliver pharmaceutical care utilizing three practice models:

- 1) Individual patient care in which the pharmacist communicates findings and recommendations to those health care providers who provide care directly to the patient;
- 2) care provided to targeted groups of patients in which the pharmacist designs, conducts, monitors and evaluates the outcomes of organized and structured programs; and
- 3) Population care management in which the pharmacist develops and implements medication-use policy.

Additionally, Magellan Rx has partnered with Yale Health Plans to train the resident for proficiency in the direct patient care model of practice. PGY1 residents acquire substantial knowledge required for skillful problem solving, refine their problem-solving strategies, strengthen their professional values and attitudes, and advance the growth of their clinical judgment. The instructional emphasis is on the progressive development of clinical judgment, a process begun in the advanced pharmacy practice experiences (APPE or clerkships) of the professional school years but requiring further extensive practice, self-reflection, and shaping of decision-making skills fostered by feedback on performance. The residency year provides a fertile environment for accelerating growth beyond entry-level professional competence through supervised practice under the guidance of model practitioners. Throughout the year, residents will be held responsible and accountable for acquiring these outcome competencies: managing the drug distribution process; designing and implementing clinical programs; ensuring the safety and quality of the medication-use system; providing medication and practice-related information, education, and/or training; designing effective benefit structures; exercising leadership and practice management skills; and demonstrating project management skills.

At MRx, the resident will be able to demonstrate and understand the roles and responsibilities of a managed care clinical pharmacist. MRx's PGY1 Managed Care Pharmacy Residency program is designed to train the pharmacy resident in all aspects of Managed Care Pharmacy in a health plan and PBM environment. Upon completion of the residency, the Resident will be prepared for specific positions such as Clinical Program Manager, Clinical Account Executive pharmacist, Formulary Management pharmacist, Specialty pharmacist, Utilization Management pharmacist, MTM pharmacist, Prior Authorization pharmacist, or a Clinical Pharmacist in a Managed Care setting (e.g. health plan, PBM).

Program Outcomes

1. Manage the drug distribution process for the organization's members.
2. Design and implement clinical programs to enhance the efficacy of patient care.
3. Ensure the safety and quality of the medication-use system.
4. Provide medication and practice-related information, education, and/or training.
5. Collaborate with plan sponsors to design effective benefit structures to service a specific population's needs.
6. Exercise leadership and practice management skills.
7. Demonstrate project management skills.

At the conclusion of the MRx PGY1 Managed Care Residency Program, the resident will be able to demonstrate the following proficiencies, including, but not limited to:

- Design and implement clinical programs to enhance the efficacy of patient care.
- Provide medication and practice-related information, education, and/or training.
- Collaborate with plan sponsors to design effective benefit structures to service a specific population's needs.
- Exercise leadership and practice management skills. Demonstrate project management skills.
- Produce a well written and concise drug product reviews by reviewing studies on the prospective medications in coordination with our PBM.
- Build prior authorization criteria using safety, efficacy, and cost effectiveness as tools and strategies. Understand managed care terminology.
- Understand and apply evidence based medicine when making decisions for case reviews and presentations. Understand the roles and observe the organizations that govern and interact with managed care companies.
- Understand the role of pharmaceutical manufacturers with managed care organizations.
- Understand formulary and utilization management. Understand the relationship and role of a PBM.
- Understand the purpose of the Pharmacy and Therapeutics committee. Understand Quality Assurance and Programs used by Magellan Rx.
- Discuss the purposes, observations, and values of the meetings and committees that you will be involved with during your rotation.
- Gain knowledge about general pharmacy benefit design.
- Have the opportunity to work with a scientific liaison from a pharmaceutical manufacturer. Review and understand disease state management/treatment guidelines.
- Review, understand, and implement new MTM-medication therapy management programs.

Requirements of the PGY1 Residency

Core Learning Experiences

Learning Experience	Brief Description
Orientation (2 weeks)	Orient the resident to MRx’s residency program and training on the longitudinal rotation experiences.
Medicare Part-D (6 weeks)	This rotation is broken up into two 3-week sections to allow for appropriate learning and timing with annual CMS formulary submissions. The first 3 weeks will be dedicated to the basics of a Part D drug benefit and learning the rule and regulations around Part D formulary management and coverage determinations and appeals. The second 3-week rotation will combine learning from the longitudinal CPS rotation and the first 3 weeks of this rotation together allowing the resident to assist in the evaluation, design and approval of the upcoming plan year formularies for CMS submission.
PBM Operations (6 weeks)	Complete projects that support the growth of MRx’s PBM business. The resident will learn how to executive business and strategy goals align with the pharmacy services department.
Integrated Care Management (6 weeks)	Integrated Care Management is a team of nurses, pharmacists, mental health workers, and wellness coaches who provide patient-directed chronic disease state management and post-hospitalization follow-up. This learning experience will expose the resident to an interprofessional team providing telephonic outreach to a commercial population.
Quality Measures (2 weeks)	During the Fall, the resident will be exposed to various Quality Metrics that are important to MRx’s clients. This includes Star rating, HEDIS, and other plan-specific outcomes measures.
Clinical Account Management (5 weeks)	While on rotation, residents will gain exposure to the sales, implementation, and ongoing clinical account management of the

	various clients MRx supports. Residents will be expected to assist in researching questions from the client(s) and will be exposed to the RFP process.
Medicaid (4 weeks)	The Medicaid rotation will take what the resident has learned from the longitudinal CPS rotation and apply the formulary management, account management, and utilization management topics to a Medicaid population.
Business Leadership, Management, and Finance (2 weeks)	Meet with various leaders within upper management of MRx to obtain exposure to how the company is ran from an organizational stand point.
Yale Health Plans (10 weeks)	The learning experience will require the resident provide direct patient care through both face-to-face and telephonic interactions with Yale Health members. This experience will help the resident to develop effective communication skills with other health care providers and patients. The resident will be expected to learn how to develop, effectively manage, and provide outcomes to a clinical program. This rotation will develop the confidence and skills needed to communicate clinical decisions with other healthcare professionals and patients, develop and implement clinical programs, and manage a specialty pharmacy.
MTM Ops and Admin (Longitudinal)	This learning experience will require participation in the MTM program via telephone with members of a commercial and/or Medicare Part D client. The MTM team also will require revamp of process throughout the year in order to more efficiently work and expand the service to incorporate new clients. The resident will be expected to participate in MTM Management and Development projects to learn how to manage a Clinical Program, and develop additional services. Quality improvement projects here will be a must. By the end of this learning experience, the resident will be able to understand the structure, delivery process, and regulatory requirements of an effective MTM program, along with knowledge of how to manage a Clinical Pharmacy Program.

Clinical Pharmacy Services (Longitudinal)	The first quarter of the rotation one day a week will be dedicated to Drug information and then as needed thereafter based on the interest of the resident. Prior authorizations will occur throughout the year and will be equal to nearly 5 hours per week. Formulary management contains the processes for how the enterprise reviews and places or recommends placement of medications on formulary. Rebate contracting and performance will come later in the experience.
Precepting and Education (Longitudinal)	This longitudinal requirement will ensure the resident can effectively teach and disseminate their Managed Care knowledge to individual students and via didactic lectures. The resident will accomplish this in various ways, including supervision of hired MTM interns, APPE students on rotation, lecturing at the local Colleges of Pharmacy, and presenting research at national conferences. The resident will be required to staff the MTM team, 6 hours per week, throughout the residency.
Residency Projects (Longitudinal)	As part of the teaching and Drug Information portions of the residency, the resident will be required to perform, at minimum, 2 research projects for MRx. At the conclusion of each research project, the resident is expected to have completed a poster and/or a presentation at a national level.

Requirement for Completion of Residency

A certificate of completion which meets the PGY1 Managed Care Pharmacy standard will be provided to each resident who successfully completes the residency program. The resident must satisfactorily complete all learning experiences based on summative evaluation by each preceptor. All objectives listed in the learning experience will be taught and evaluated in each learning experience/rotation. Satisfactory completion is indicated by the preceptor for that learning experience by signing the summative evaluation that they have satisfactorily completed it. The preceptors and the resident(s) must know how satisfactory completion is defined (see below). To complete the residency, the resident must, at minimum complete the following:

- Graduate from an ACPE accredited Pharmacy Program with a PharmD prior to beginning residency program.
- Become a Licensed Utah Pharmacist within 90 days of starting residency.

- Become a License Connecticut Pharmacist within 150 days of starting residency.
- Complete 52 weeks of residency training.
 - All required elements of the residency must be completed within the 52 weeks beginning on the first week of Orientation and continuing through the rest of the continuous yearly calendar.
- Complete a final residency project and complete a poster and/or “submittable” manuscript.
- Participate in the evaluation process and provide constructive feedback on how the residency can be improved for future residents.
- Resident must receive a score of “Achieved” on $\geq 75\%$ of all objectives. The resident may not have any “Needs Improvement” evaluations to complete program. Scoring breakdown is as follows:

Rating	Definition
Needs Improvement (NI)	Resident is not performing at an expected level at that particular time; significant improvement is needed. (There must not be any NI on final evaluations to allow for residency completion)
Satisfactory Progress (SP)	Resident is performing and progressing at a level that should eventually lead to mastery of objective (Resident may have up to 25% of all objectives marked SP to complete residency)
Achieved (ACH)	Resident can perform associated activities independently for this learning experience (Resident must have accomplished at least 75% of objectives with ACH)

- Resident must complete the following 10 ‘Core’ Objectives with an ACH evaluation:
 - Objective R1.1.1: Demonstrate responsibility and professional behaviors as a member of the health care team.
 - Objective R1.1.8: Collaborate and communicate effectively with patients, family members, and caregivers.
 - Objective R1.3.2: Manage aspects of the medication-use process related to formulary management.
 - Objective R2.2.2: Apply a process of on-going self-evaluation and personal performance improvement.
 - Objective R2.4.1: Observe legal and ethical guidelines for safeguarding the confidentiality of patient information.
 - Objective R3.1.1: Explain the organization’s process for tracking the progress of drugs in the development pipeline.
 - Objective R3.1.2: Prepare a drug class review or monograph.
 - Objective R3.1.4: Develop and implement clinically appropriate utilization management criteria (e.g. Prior Authorization, Step Therapy, Quantity Limits, and Drug Utilization Review (DUR) edits to enhance patient care.
 - Objective R3.3.2: Formulate responses to drug information requests based on analysis of the literature.
 - Objective R4.1.2: Use effective presentation and teaching skills to deliver education programs to targeted audiences including patients, caregivers, and members of the community; health profession students; pharmacists; and other health care professionals.

Residency Evaluations and Progress

Evaluations

- Resident evaluation: The resident will be formally evaluated using a summative evaluation at the end of the learning experience and quarterly during longitudinal learning experiences. Longitudinal learning experiences will be formally evaluated on a quarterly basis. The resident will be evaluated throughout the learning experience at intervals as determined by his/her preceptor. Formative feedback will be provided throughout the learning experience and may be written or verbal. Evaluation will be based on the adherence to and completion of the objectives delineated in the learning experience description and discussed at the beginning of the learning experience.
- Preceptor/Rotation evaluation: The resident will evaluate the preceptor and learning experience at the conclusion of each learning experience and quarterly during longitudinal learning experiences.
- Resident self-evaluation: During each learning experience, the resident will be given the opportunity to conduct formative self-evaluation of his/her own work. The resident will perform a summative self-evaluation at the end of each learning experience and quarterly during longitudinal learning experiences utilizing the same evaluation tool completed by his/her preceptors. The resident will discuss his/her self-evaluation with the preceptor at which time the preceptor will share his/her summative evaluation of the resident and provide feedback and dialogue regarding differences in outcomes and progress. This discussion will be documented in the comments section of the preceptor's evaluation of the resident.

Attitude

The resident is expected to demonstrate professional responsibility, dedication, motivation, and maturity. The resident shall demonstrate the ability to work productively independently or as a team member. Appropriate attire, personal hygiene, and conduct are expected at all times. The resident will adhere to all the regulations governing the organization's operations.

Attendance

The resident will be expected to work a minimum of 40 hours a week, with the exception of holidays and vacation for the 52 weeks of the residency program. Prompt arrival and attendance is expected at all meetings each day throughout the residency. The resident must inform the Residency Program Director and Residency Coordinator in the event of illness or other emergencies requiring time off. The resident must submit planned absences following the organization's procedures to the Residency Program Director and Residency

Coordinator, who are ultimately responsible for approving all planned time off during the course of the residency. Circumstances requiring extended leave will be handled on a case by case basis, following the organization's policies.

Duty Hours

The resident will abide by the ASHP approved duty hours policy to ensure that sufficient rest during the work week is obtained.

<http://www.ashp.org/DocLibrary/Accreditation/Regulations-Standards/Duty-Hours.aspx>

External moonlighting is allowed with the following provisions:

- Total hours worked, including MRx and moonlighting, must not exceed 80 hours per week.
- All hours worked for MRx's responsibilities are documented on days worked in accordance with MRx's policy. Time will not be allowed to work on moonlight position while working for MRx's Residency.
- If additional moonlighting position begins to affect the resident's performance while at MRx, the resident will be asked to discontinue the moonlighting job.
- The moonlighting job may not conflict with MRx's strict "Conflict of Interest" policies.
- Magellan does not support internal moonlighting as all hours work for Magellan are considered paid under the resident's salary stipend.
- When moonlighting, the resident must submit a "Duty Hour Log" to RPD to ensure the Duty Hour Policy is adhered to.

Although each week and rotation may bring a different a different expectation of work hours, MRx's general expectation is to not exceed Mon-Friday work week with approximately 60 hours divided up during the week. Some rotations may require an "on-call" portion for business purposes (e.g. priority prior auth reviews on the weekends).

Licensure

If the resident fails to become licensed as a pharmacist in the State of Utah within 90 days of beginning the resident, the resident may be subject to dismissal from the residency program at MRx. Extenuating circumstances will be evaluated on a case by case basis. Under no circumstances will the extension go beyond October 31st. If the resident is not licensed by October 31st, the resident will be dismissed from the program. Additionally, the resident is expected to become licensed to practice in Connecticut within 150 days of starting the residency. Extenuating circumstances will be evaluated on a case by case basis. Under no circumstances will the extension go beyond December 31st. If the resident is not licensed in Connecticut by December 31st, the resident will be dismissed from the program

Residency Progress

If the pharmacy resident is not making satisfactory progress toward the completion of the objectives set out at the beginning of the residency program, the program director will:

1. Meet with the preceptors of the pharmacy resident to further gain their perspective above and beyond the written evaluations of the resident completed by the preceptors.
2. Meet regularly (weekly) with the resident not making satisfactory progress and delineate specific deadlines for completion of specific objectives.
3. Evaluate regularly (weekly) progress toward the completion of the objectives and provide verbal and written documentation of the progress or lack thereof to the resident.
4. If significant progress does not take place after 4 meetings (4 weeks), then the resident will be dismissed from the residency program.

Leave

Pharmacy Residents accrue PTO throughout the year per MRx's Employee Handbooks. Additionally, residents are provided holiday leave/pay for all Magellan Recognized holidays. Travel and time-off for a Magellan-required conference is not subject to PTO. For non-holiday leave, the resident must utilize PTO and follow the procedure below:

- **Scheduled Leave:**
 - All requests will be approved for the following reasons including (but not limited to): job training, medical visits, vacation, job interviews, and attendance at a non-Magellan-related conference.
 - MRx will provide travel, board, and conference registration to two Magellan-related conferences. Generally the resident will be required to attend and promote MRx at ASHP Mid-Year and AMCP Annual Meeting.
 - If excessive leave is used, the RPD, in consultation with the Residency Coordinators, and affected preceptor(s) will determine if the resident will be required to make up additional time.
 - If scheduled leave conflicts with a required portion of any rotation, the RPD retains the right to approve or deny the time-off request.
- **Unscheduled Leave:**
 - MRx understands that unplanned emergencies or illness may affect the rotation schedule. In this situation, the resident shall notify their current preceptor and the RPD by phone and/or email as soon as possible.
 - If excessive leave is used, the RPD, in consultation with the Residency Coordinators, and affected preceptor(s) will determine if the resident will be required to make up additional time.
- **Extended Leave:**
 - In the event that it becomes necessary for the resident to be absent from work for an extended period of time (e.g. professional, family, sick leave), their residency program will be suspended during the duration of that leave. The completion date of the residency program for that resident will be extended past the normal anticipated completion date by the same amount of time taken during their leave of absence. In addition, once the resident returns from leave he/she will still be required to meet and complete all the requirements, projects, and objectives of the MRx Pharmacy Residency Program required for successful completion of the program. If the leave extends beyond 4 weeks, his/her ability to complete the residency program will be put in jeopardy and no guarantees can be

made that the resident will be able to return and complete the program. All determinations will be made on an individual basis by the Residency Program Director.

Dismissal from Program

Although MRx is committed to each resident's experience, there are situations that may require Magellan to dismiss the resident pre-maturely. These include (but are not limited to):

- Failing to achieve residency objectives as described above
- Being dismissed from employment due to violating any Magellan Policy
- Excessive unapproved leave of absence, or a leave of absence beyond Magellan policy that is not protected by FMLA or other regulatory policy
- Failing to obtain appropriate licensure within the timelines described in the above sections
- Inappropriate disclosure of HIPAA/PHI outside of Magellan Systems

Course Content

See annual Residency Calendar for details. Schedule is tentative and subject to change based on resident interest and ability of MRx to retain scheduled preceptor.

Projects

Potential projects the resident can expect to participate in are listed below. This list is not all-inclusive and subject to change:

- Clinical program development
- Prior authorizations
- P&T Requirements
- Residency research to present at national conferences
- Medicare compliance
- Medication Therapy Management (MTM) Ops and Admin
- Formulary management
- Benefit Design
- Student precepting and project assistance

Obligations of Resident to Magellan Rx Management

Throughout the 52 week PGY1 residency, the resident must agree to the following:

- The resident's primary professional commitment must be to the MRx Residency Program
- The resident must be committed to the values and mission of MRx
- The resident must be committed to completing the educational goals and objectives established by MRx.

- The resident must seek constructive feedback and implement changes based on the feedback.

Obligations of Magellan Rx Management to the Resident

Throughout the 52 week PGY1 residency, MRx commits to provide the following:

- MRx will provide a safe and effective learning environment for the resident to work from.
- MRx will assist the resident in achieving each goal as measured in the evaluation to the best of our ability.
- MRx will provide supportive preceptors for each learning experience who will strive to educate the resident to the best of their individual ability.
- MRx will provide constructive feedback to the resident for the purpose of their professional growth.
- MRx will receive constructive feedback from the resident and implement necessary changes to continually improve the residency program.