

---

*AMERICAN PHARMACISTS ASSOCIATION'S  
DELIVERING MEDICATION THERAPY MANAGEMENT SERVICES*

---

**A CERTIFICATE PROGRAM FOR PHARMACISTS**

**HOSTED ONLINE BY: JEFFERSON COLLEGE OF PHARMACY  
FEBRUARY 28, 2025**

For questions about this program, please contact:  
Gina Bellottie at [gina.bellottie@jefferson.edu](mailto:gina.bellottie@jefferson.edu)

---

***APhA's Delivering Medication Therapy Management (MTM) Services*** presents a systematic approach for developing, implementing, delivering, and sustaining MTM services. It includes an overview of the marketplace for delivering MTM services, guidance for implementing MTM services in pharmacy practice, a review of the essential skills and knowledge needed for performing MTM successfully, and an organized process for identifying medication-related problems. The purpose of this certificate training program is to prepare pharmacists to improve medication use through the delivery of MTM services in a variety of practice settings.

**The goals of this program are to:**

- Advance public health and patient care through improved medication use
- Provide training to enhance pharmacists' ability to effectively provide MTM services
- Motivate increased numbers of pharmacists to establish MTM services
- Communicate benchmark practices for providing MTM services

***APhA's Delivering Medication Therapy Management Services*** certificate training program has three components: online interactive self-study with assessment; the live seminar with online evaluation; and post-seminar case exercise. A Certificate of Achievement will be awarded to participants who successfully complete all program components.

***This ACPE activity does not provide a certification in this topic but rather advanced professional training which upon successful completion the learner will be able to download a certificate of achievement.***

**Key Learning Objectives of the Live Training Seminar**

At the completion of this activity, the participant will be able to:

- Conduct a thorough medication therapy review (MTR)
- When interviewing a patient, employ effective communication skills to overcome communication barriers
- Complete a personal medication record (PMR)
- Develop a medication-related action plan (MAP)
- Document medication therapy management (MTM) services in a manner that allows for evaluating patient progress, billing, and tracking clinical and financial outcomes
- Create a plan for patient follow-up
- Perform the following tasks, given a patient case that includes one or more medications:

- Assess patient-specific data and issues, and interpret these findings to identify medication-related problems
- Develop a patient problem list and a list of the patient's medication-related problems
- Establish goals of therapy for each medical condition and medication-related problem identified
- Make recommendations for resolving situations in which a patient's medications are potentially inappropriate
- Discuss the elements of an effective medication therapy recommendation to another health care practitioner
- Describe the medication use concerns and adverse drug events that are more common in elderly patients
- Account for pharmacokinetic and pharmacodynamic changes when reviewing an elderly person's medication regimen
- List important considerations when determining the operations of an MTM service
- Identify potential payers for MTM services
- Explain how to bill for MTM services using CPT codes
- Describe strategies for marketing MTM services
- Describe emerging opportunities for delivering MTM services

For a complete list of learning objectives and for all APhA accreditation information and policies, please visit APhA's website: <https://www.pharmacist.com/Education/Certificate-Training-Programs/Medication-Therapy-Management>

### Seminar Agenda

- 7:30 AM – 8:00 AM
  - Check-in
- 8:00 AM – 5:00 PM
  - Welcome and Introductions
  - The MTM Care Process
  - **Morning Break**
  - Patient Communication During MTM Encounters
  - Cultural Sensitivity
  - Documentation and Follow-up
  - **Lunch**
  - MTM Implementation: Financial and Operational Issues
  - Next Steps and Take Home Points
  - **Afternoon Break**
  - Managing Special Needs of Elderly Patients
  - Case Studies
  - Post-Seminar Assignment and Final Instructions

### Faculty

Gina Bellottie, PharmD, BCACP  
 Amy Egras, PharmD, BCPS, BC-ADM  
 Emily Hajjar, PharmD, MS, BCPS, BCACP, BCGP  
 Emily Scopelliti, PharmD, BCPS

## **Continuing Pharmacy Education (CPE) Information**

The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. The APhA Delivering Medication Therapy Management Services certificate training program is approved for a total of 21.0 contact hours of continuing pharmacy education (CPE) credit (2.1 CEUs). The ACPE Universal Activity Numbers (UAN) for this activity are listed below.

**Successful completion of the self-study component involves passing the self-study assessment with a grade of 70% or higher and will result in 10 contact hours of CPE credit (1.0 CEUs). 0202-0000-24-225-H01-P**

**Successful completion of the live seminar component involves attending the full live seminar and completing the online evaluation. Successful completion of this component will result in 8 contact hours of CPE credit (0.8 CEU). 0202-0000-24-246-L01-P and 0202-9999-24-246-L01-P**

**Successful completion of the post seminar case exercise component involves completing 3 post cases and submitting an online attestation statement of completion. Successful completion of this component will result in 3 contact hours of CPE credit (0.3 CEU). 0202-0000-24-247-H01-P**

**If you are a Minnesota Pharmacist and want to enroll in the APhA MTM certificate training, please contact [education@aphanet.org](mailto:education@aphanet.org), before enrolling.**

**Successful completion of the post seminar case exercise component for Minnesota pharmacists involves completing 12 post cases and submitting an online attestation statement of completion. Successful completion of this component will result in 12 contact hours of CPE credit (1.2 CEU). 0202-0000-24-248-H01-P**

To obtain 21.0 contact hours of CPE credit (2.1 CEUs) for APhA's Delivering Medication Therapy Management Services program, the learner must complete all components listed above, and CLAIM credit for each component. Participants will need to have a valid APhA (pharmacist.com) username and password, as well as a [CPE Monitor](#) account to claim credit. After credit has been claimed, please visit CPE monitor for your transcript. The Certificate of Achievement will be available online upon successful completion of the necessary activity requirements on the participant's [My Training](#).

APhA continuing pharmacy education policy provides you with two opportunities to successfully complete the continuing pharmacy education assessment. Please note that you will not be permitted to submit the assessment a third time. The current policy of the APhA Education Department is not to release the correct answers to any of our CPE tests. This policy is intended to maintain the integrity of the CPE activity and the assessment.

**Release Date:** July 3, 2024

**Expiration Date:** July 3, 2025 - PLEASE NOTE: NO Home Study credit granted after this date; Live Credit can only be granted within 60 days from the day of the seminar attended or before the expiration date, whichever is sooner.

## Activity Completion Requirements

To obtain credit for **"Delivering Medication Therapy Management Services "** complete home study activities, complete home study assessments with a grade of 70% or better, attend the live seminar, successfully complete the post seminar case exercise component, and complete the evaluations and attestation.

**Course material and exams and live seminar session will be accessed online. In order to participate in this activity, registrants must have access to a computer with Internet.** For full technology requirements, please visit <http://elearning.pharmacist.com/technology-troubleshooting>

To participate in the live seminar, participants must:

- Join the Zoom webinar by computer, tablet, or any mobile device.
- Have a working camera and have video enabled throughout the entire program.
- Be present for the entirety of the program to be eligible for completion of the certificate training.
- Join the meeting 15-30 minutes early to test that your microphone and camera are working properly and to check-in.
- If planning to use a MacBook, MacBook Pro, MacBook Air, iMac, etc., please navigate to <https://zoom.us/> (using the Mac computer that will be used for the Zoom session), click on the Download link at the right side of the screen, download and install/run the installer program (named Zoom.pkg).
- Please refer to the following webpages to troubleshoot any audio/visual difficulties:
- <https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->
- <https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->

### Schedule of requirements and other important details:

Complete home study by 2/28/2025 → Attend live training on 2/28/2025 → Complete post seminar case exercise and attestation

**Home study activities** – complete modules, home study assessment, and home study evaluation **before February 28, 2025**

**Live seminar** – join Jefferson faculty via Zoom on **February 28, 2025** to complete the live seminar (all participants will be provided with a link); complete live seminar evaluation after conclusion of program

**Successful completion of the post seminar case exercise component involves completing 3 post cases and submitting an online attestation statement of completion. Successful completion of this component will result in 3 contact hours of CPE credit (0.3 CEU). 0202-0000-24-247-H01-P**

**Post seminar case exercise and attestation** – complete 3 post cases and submit an online attestation statement of completion. Suggested completion deadline 4/1/2025.

*To obtain credit, the Learner must complete each component of the program.* Transcripts of CPE will be available online within 24 hours on the Learner's CPE Monitor profile at [www.nabp.net](http://www.nabp.net). The Certificate of Achievement will be available online upon successful

completion of the necessary activity requirements on the participant's "My Training" page on [www.pharmacist.com](http://www.pharmacist.com). It is important to make sure your APhA profile has your NABP e-profile ID and PIN, so that your credit is appropriately transferred to CPE Monitor. Please check your CPE Monitor profile to ensure credits transfer. Credits cannot be transferred more than 60 days beyond the date of the program.

**Fees:**

Pharmacist: \$375

Current Jefferson College of Pharmacy Preceptor or Alumni: \$325

**Refund Policy:** All requests for cancellation must be received in writing via email. No refunds will be provided for cancellations requested on or after 2/14/2025. Cancellations requested prior to 2/14/2025 will receive a refund minus a \$50 processing fee. However, participants who have accessed the program via the link provided will be charged a fee of \$175 regardless of whether or not they complete any portion of the program.

In the rare event the program is cancelled, Jefferson will give registered participants the option of rolling over their prepaid tuition to a future course. If the participant does not wish to attend the rescheduled program, his/her tuition will be refunded (\$125 will be deducted from the tuition if the participant has accessed the program via the link provided regardless of whether or not they have completed any portion of the program).

**Additional Policies:** Distribution of the course link is not permitted and will be subject to incurring registration costs of the program. Late policy: registrants will not be permitted to enter the live seminar after 30 minutes from the start of the program. In order to be eligible to move forward to the post seminar activity, participants must complete the home study and participate in the entire virtual live program as outlined above.

**Registration:**

To register for this program, please use the link below to access our registration and payment site:

[https://secure.touchnet.net/C21508\\_ustores/web/index.jsp](https://secure.touchnet.net/C21508_ustores/web/index.jsp)

Click on the link for "APhA MTM Program" and then click on "Register Here." Proceed to follow the prompts to provide your information and submit your payment. If you are a preceptor or alumni, you will have the opportunity to select from a drop down for your discount.

Deadline for registration is **2/14/2025**.

NOTE: Please be advised that this program is subject to postponement and cancellation if the required minimum number of registrants is not met.

Questions? Contact Gina Bellottie at [gina.bellottie@jefferson.edu](mailto:gina.bellottie@jefferson.edu).