



Virginia Premier has a Patient Utilization Management & Safety (PUMS) program to help ensure that members are receiving appropriate health care with a focus on patient safety.

PUMS Program Goal:

The focus is on patient safety and is not limited to just prescription benefits. Under the PUMS program, members that meet certain clinical criteria will be evaluated to see if the member should be placed into the PUMS program for utilization management and care coordination to ensure appropriate and safe health care.

If a member uses more than appropriate and safe health care services, Virginia Premier looks to see if the PUMS program is right for them. The member may not need to be put into the program. For example, if a member is often going to the ER, for non-emergency use, that member may just need a doctor with longer business hours. For members in the PUMS program, Virginia Premier takes extra steps to make sure they use services appropriately and safely.

How do People Become PUMS Members? There are two ways for a member to be placed in the PUMS program:

- At the suggestion of a health care worker or by social services, and/or
- By looking at the services the member receives. Virginia Premier has standards that alert them to whether a member might be getting inappropriate and /or unsafe services.

Being considered for PUMS does NOT mean a member has done something wrong.

For any member who may be at risk for inappropriate and/or unsafe services, Virginia Premier must evaluate whether the member should be enrolled in the PUMS program. In cases involving use of the prescription drug buprenorphine, the member will automatically be enrolled in PUMS.

How Might PUMS Change a Members' Care?

Virginia Premier will coordinate health care to help ensure appropriate and safe health care services for the member. For example, Virginia Premier could set a single doctor or pharmacy to

serve the member for controlled substances. PUMS Member Rights: Virginia Premier will send every PUMS member a letter about the program. The letter will make clear how the member can get emergency care. The letter will also tell them how they can appeal being placed in the PUMS program.

PLEASE NOTE: Virginia Premier's doctors and pharmacists now use the Prescription Monitoring Program (PMP). The PMP helps them make sure that prescription drugs are used the right way.

What is the Prescription Monitoring Program (PMP)?

The PMP keeps a record of who is being given controlled substances (prescription drugs), and how much. Using the PMP, Virginia Premier can find out who is getting the drugs they're supposed to get, and help people in programs such as PUMS. The PMP was set up by the Department of Health Professions. Any data linked to the PMP is treated as confidential.