



Controlled Substance Monitoring Program

Working to reduce substance use disorder risk among members and improve quality of care, and life.

As part of Health New England's overall Care Management program that helps members with complex medical or behavioral health needs, our Controlled Substance Monitoring Program addresses issues like chronic pain or frequently uncontrolled pain that requires the use of opiates for pain relief.

Program Goal

The goal of the Controlled Substance Monitoring Program is to ensure the safe and appropriate use of potential drugs of abuse with selective Care Management intervention. Through this program, our social workers can help members in coordinating or streamlining their pain management and assist if they have any concerns about addiction.

By addressing a potential issue ahead of time, our ultimate goal is to help prevent at-risk members from developing a substance use disorder.

How it Works

Health New England's Pharmacy and Care Management departments work with our pharmacy benefits manager OptumRx to identify members who are at risk for abuse. They look for members who have more than five providers writing prescriptions for opiates, are filling opiate prescriptions at more than two pharmacies, or have a "high" morphine-equivalent dosage. Once a member is identified as at-risk, Health New England reevaluates the member's claim history and a social worker reaches out to each at-risk member.

(413) 787-4000 ext. 3940

Monday - Friday, 8 a.m. - 5 p.m.

healthnewengland.org/care-management



Health New England
Where you matter.

Claims Review Component

OptumRx provides:

- Retrospective identification and intervention when claims suggest excessive refills or repeated early fills of acetaminophen containing controlled prescription drugs
- Review of multiple prescribers, and therapeutic duplication or drug-drug interactions
- Provider outreach if there are high dose fills and multiple providers providing prescriptions
- Point of sale limits for opiates (effective January 1, 2017)

Social Work Component

The social worker:

- Makes three attempts to contact member (two phone calls and one letter)
- Introduces the overall Social Work Care Management program and process*
- Conducts a short questionnaire regarding the member's pain condition(s), providers, medications, potential side effects, potential addictive behaviors, and other treatment options tried
- Talks to member about warning signs and triggers of addiction
- Educates member about the new laws related to opiates
- Can help address any behavioral health issues member may be experiencing
- Recommends alternative or adjunct therapies for pain, such as a pain clinic

*Enrollment in the program is voluntary for all members.

About Substance Use Disorder

The abuse of and addiction to opioids such as heroin, morphine and prescription pain relievers is a serious global problem that affects the health, social and economic welfare of all societies. The National Institutes of Health (NIH) and its National Institute of Drug Abuse (NIDA) reported that an estimated 2.1 million people in the United States suffered from substance use disorders related to prescription opioid pain relievers in 2012 and an estimated 467,000 were addicted to heroin. There is also growing evidence to suggest a relationship between increased non-medical use of opioid analgesics and heroin abuse in the United States. (Source: <https://www.drugabuse.gov/>)

The number of unintentional overdose deaths from prescription pain relievers has soared in the United States, more than quadrupling since 1999. In Massachusetts, the February 2017 data brief released by the Massachusetts Department of Public Health estimates that there were 1,979 opioid-related deaths in 2016 in the Commonwealth, up from 355 in 2000.

(Source: <http://www.mass.gov/eohhs/docs/dph/stop-addiction/current-statistics/data-brief-overdose-deaths-february-2017.pdf>)

Help is Only a Call Away

Members can self-refer or refer a family member for any of our Care Management programs by calling the Care Management team at the number below. Health care providers can also refer patients to our programs.

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