

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

February 24, 2021

Presented by Angela Wowczuk

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West Virginia University School of Pharmacy



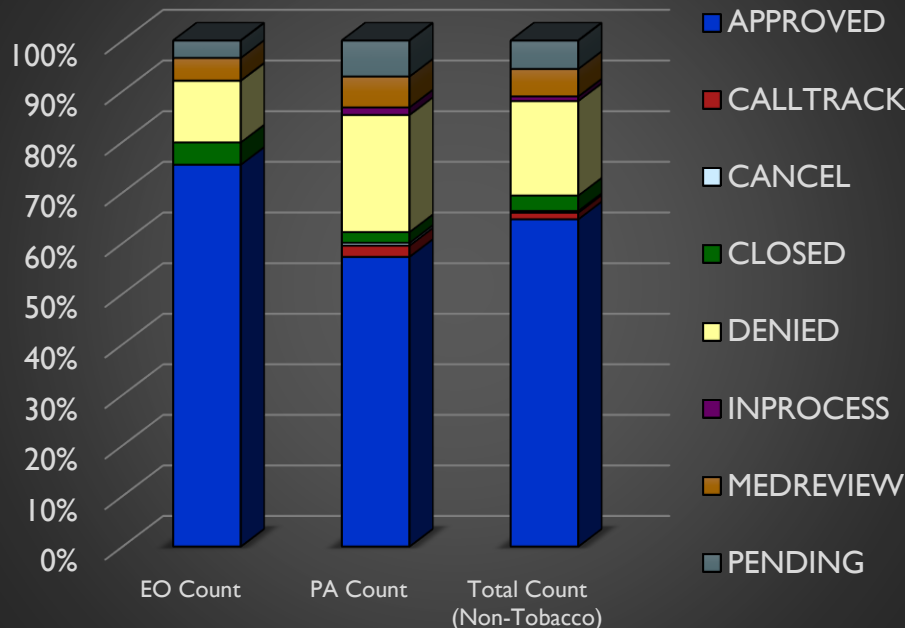
RDTP UPDATES

- ❖ New Office Administrator
- ❖ Pharmacist Vacancies
- ❖ Student Rotation Summer 2021
- ❖ Updates to Hep C App

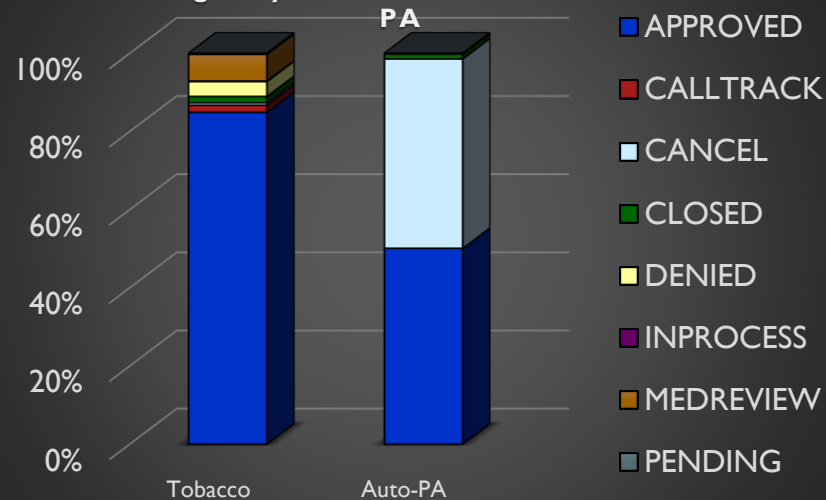
NOVEMBER 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	4,405	75.48%	4,857	57.30%	9,262	64.71%
DENIED	710	12.17%	1,960	23.12%	2,670	18.65%
PENDING	200	3.43%	603	7.11%	803	5.61%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	5,836	38.97% Of EO/PA total	8,477	56.61% Of EO/PA total	14,313	95.59%
# Member ID# s	4,654	1.25	6,976	1.22	11,630	1.23

Percentages for Non-Tobacco by Status and Type



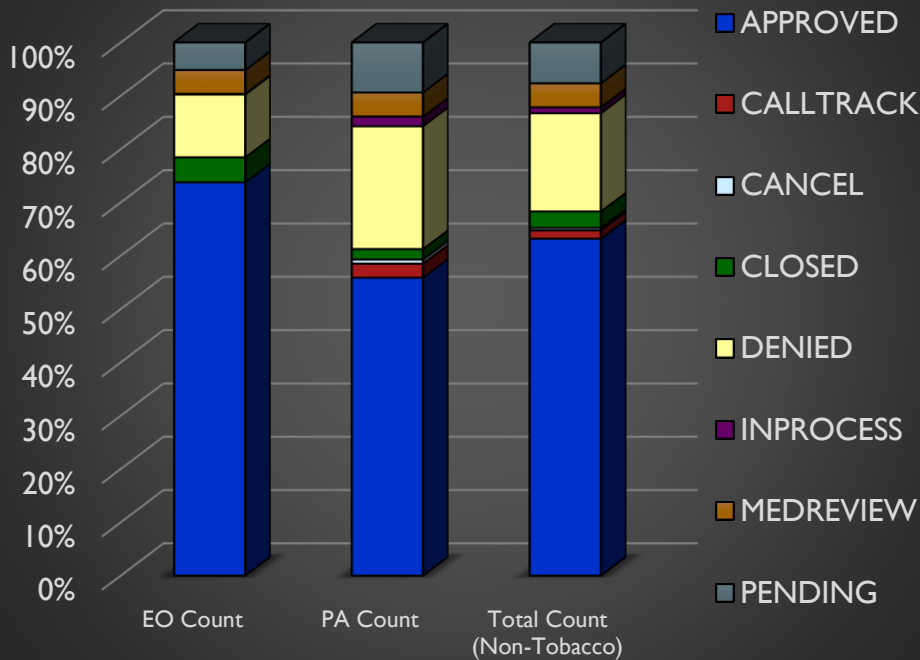
Percentages by Status for Tobacco and Auto-PA



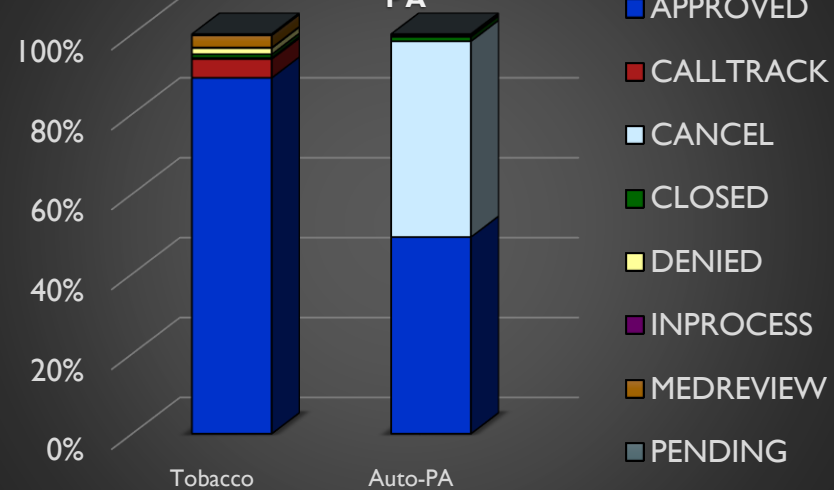
DECEMBER 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	4,668	73.77%	5,092	55.88%	9,760	63.21%
DENIED	746	11.79%	2,099	23.04%	2,845	18.43%
PENDING	327	5.17%	855	9.38%	1,182	7.66%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	6,328	39.31% Of EO/PA total	9,112	56.60% Of EO/PA total	15,440	95.91%
# Member ID# s	4,997	1.27	7,425	1.23	12,422	1.24

Percentages for Non-Tobacco by Status and Type



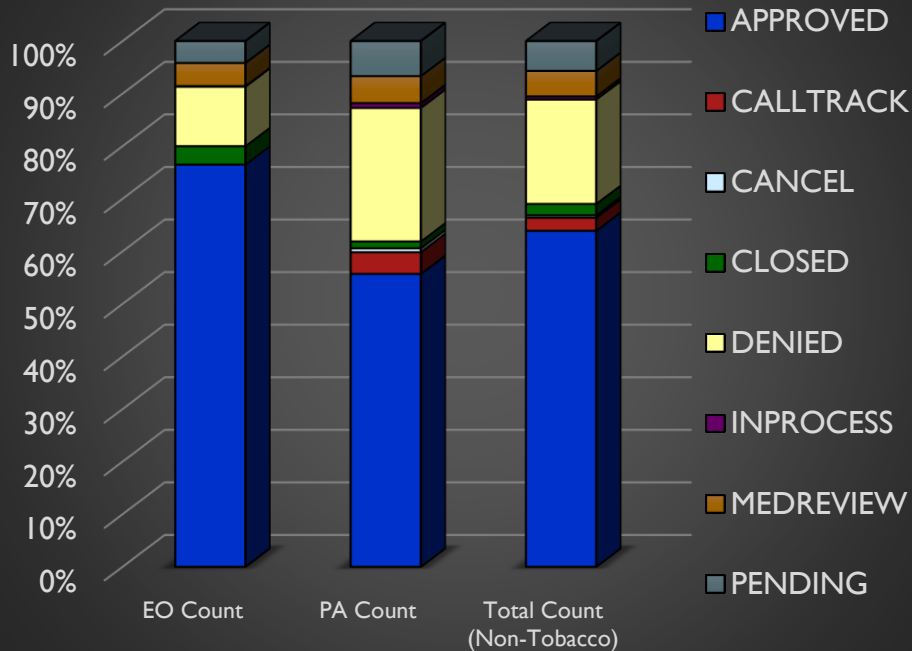
Percentages by Status for Tobacco and Auto-PA



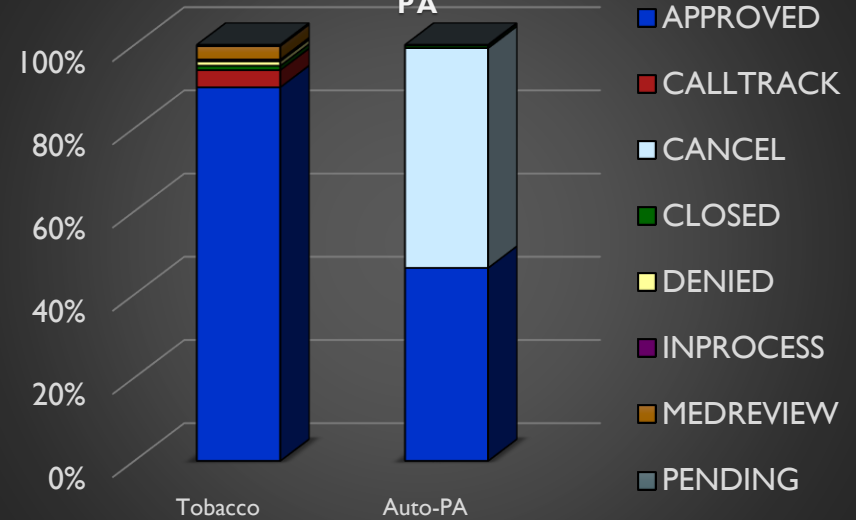
JANUARY 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	4,592	76.50%	5,138	55.71%	9,730	63.91%
DENIED	679	11.31%	2,342	25.40%	3,021	19.84%
PENDING	250	4.16%	615	6.67%	865	5.68%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	6,003	37.80% Of EO/PA total	9,222	58.06% Of EO/PA total	15,225	95.86%
# Member ID# s	4,894	1.23	7,684	1.20	12,578	1.21

Percentages for Non-Tobacco by Status and Type

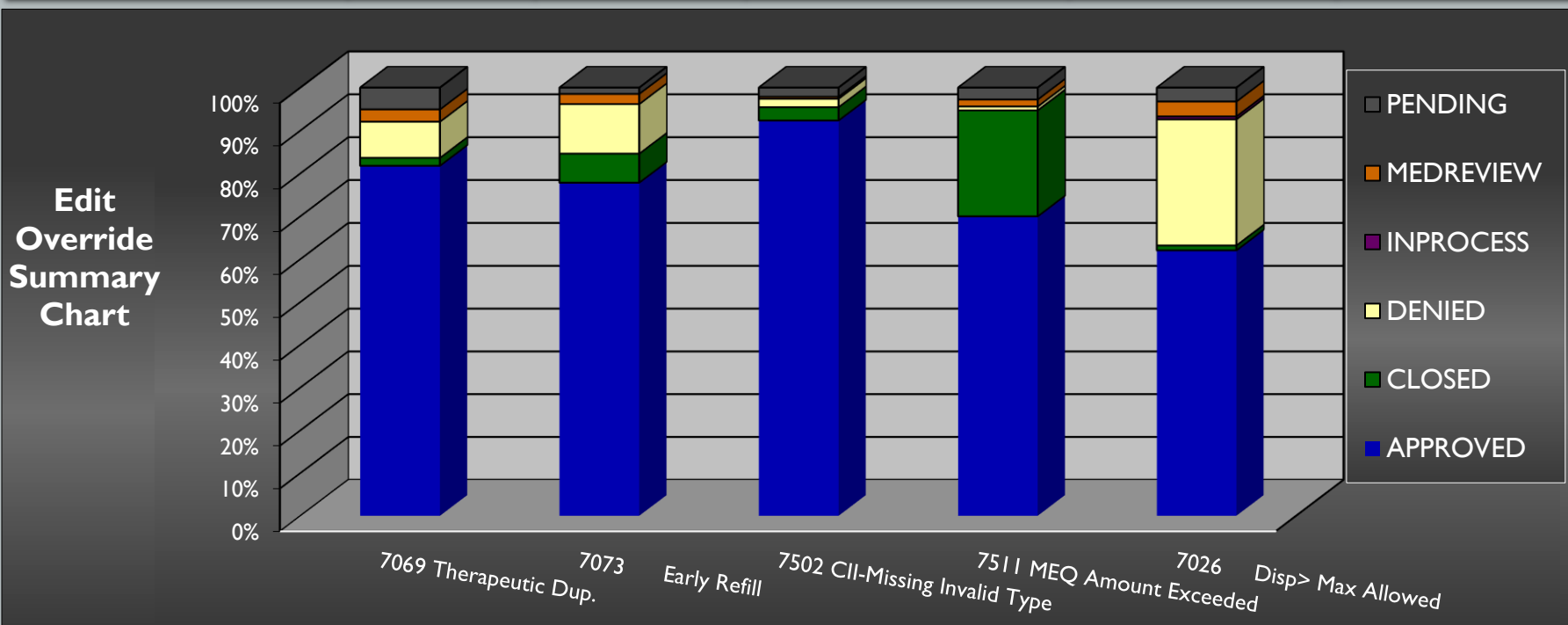


Percentages by Status for Tobacco and Auto-PA



NOVEMBER 2020 EDIT OVERRIDES

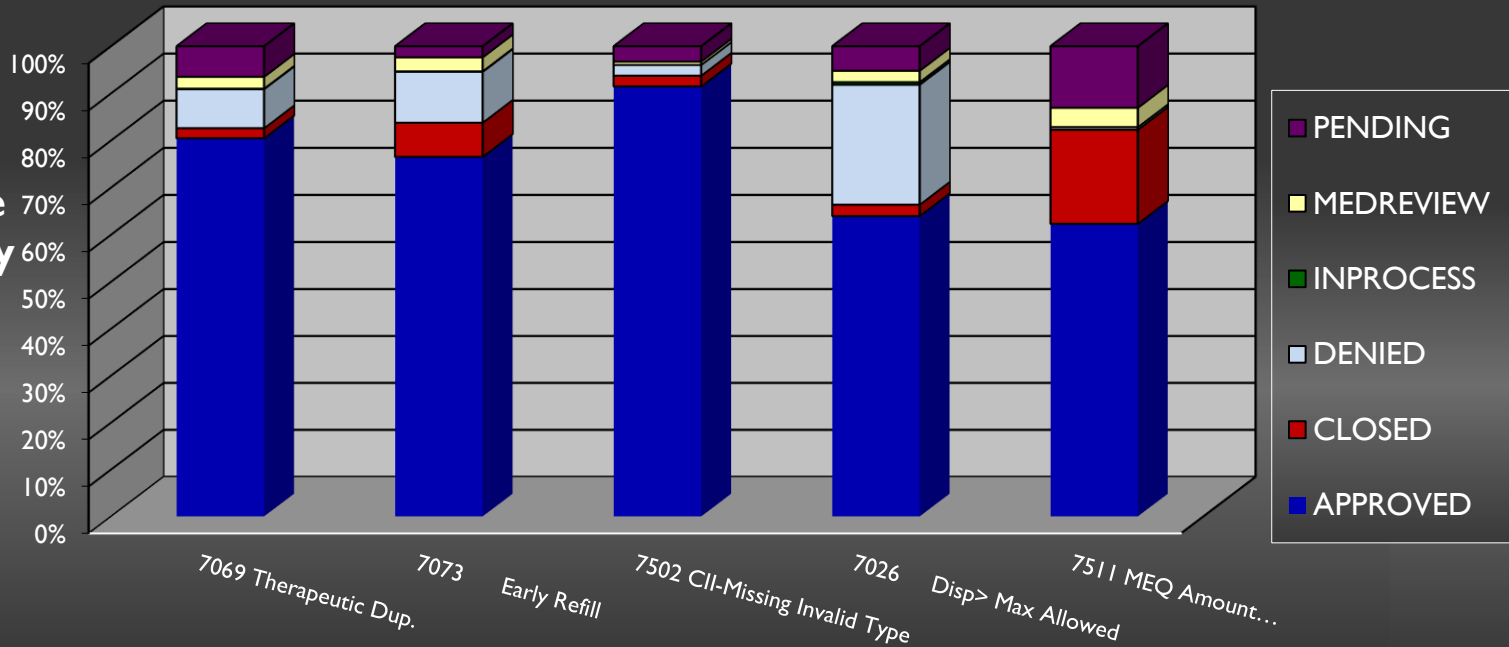
EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7511 MME Exceeded	7026 Disp > Exceeds Max
APPROVED	81.77%	77.83%	93.33%	69.98%	62.04%
DENIED	8.44%	11.57%	1.96%	0.92%	29.40%
PENDING	5.08%	1.46%	2.12%	2.77%	3.24%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	1,849	1,642	613	433	432
% of TOTAL EO COUNT	31.68%	28.14%	10.50%	7.42%	7.40%



DECEMBER 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	80.47%	76.52%	91.48%	63.94%	62.31%
DENIED	8.29%	10.81%	2.27%	25.46%	0.56%
PENDING	6.49%	2.36%	3.27%	5.20%	13.06%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	1,833	1,823	704	538	536
% of TOTAL EO COUNT	28.97%	28.81%	11.13%	8.50%	8.47%

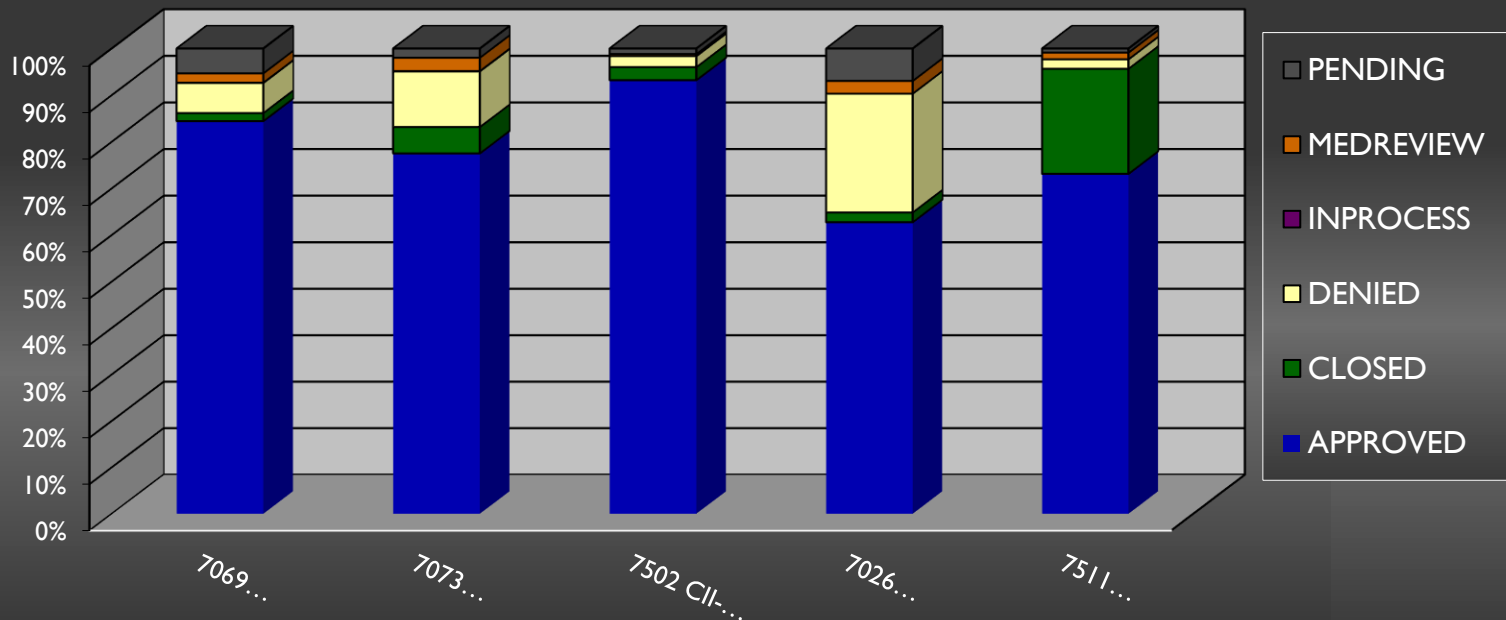
**Edit
Override
Summary
Chart**



JANUARY 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII- Missing Invalid Type	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	84.43%	77.51%	93.22%	62.74%	73.12%
DENIED	6.46%	11.93%	2.36%	25.47%	2.02%
PENDING	5.32%	1.98%	1.18%	6.95%	0.87%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	1,843	1,467	678	475	346
% of TOTAL EO COUNT	30.70%	24.44%	11.29%	7.91%	5.76%

**Edit
Override
Summary
Chart**



NEW EDIT OVERRIDE JANUARY 2021

- ❖ New Edit 750I “No DEA for Controlled Substances”
- ❖ Edit Fired 259 times in January
- ❖ Approved 217 times
- ❖ Closed 4
- ❖ Denied 4
- ❖ Medreview 32
- ❖ Pending 2

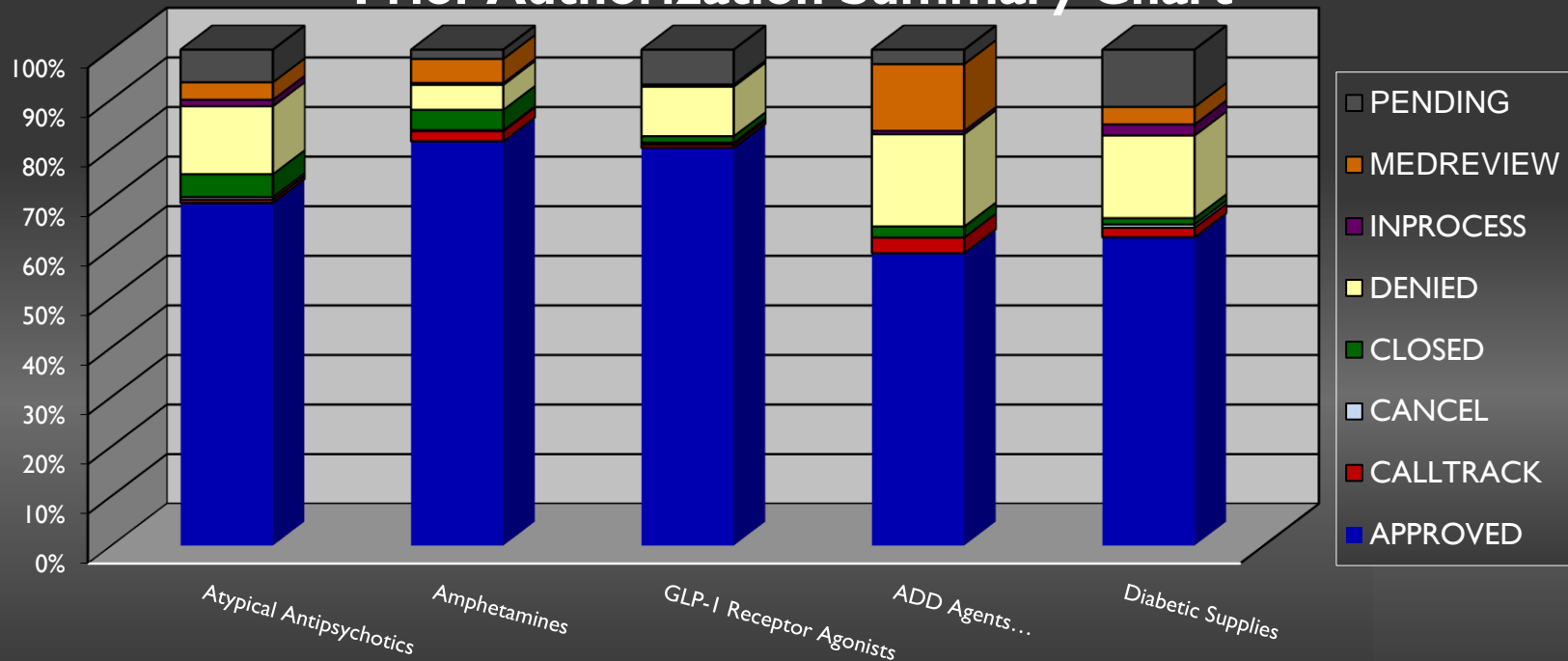
OTHER EDIT OVERRIDES OF INTEREST JANUARY 2021

- ❖ Edit 7537 Vaccine too Early
- ❖ Edit 7091 Prescriber Unenrolled

NOVEMBER 2020 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	Diabetic Supplies
APPROVED	69.08%	81.53%	80.21%	58.97%	62.18%
DENIED	13.71%	5.04%	10.00%	18.61%	16.67%
PENDING	6.58%	1.87%	7.02%	2.91%	11.54%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	912	536	470	446	312

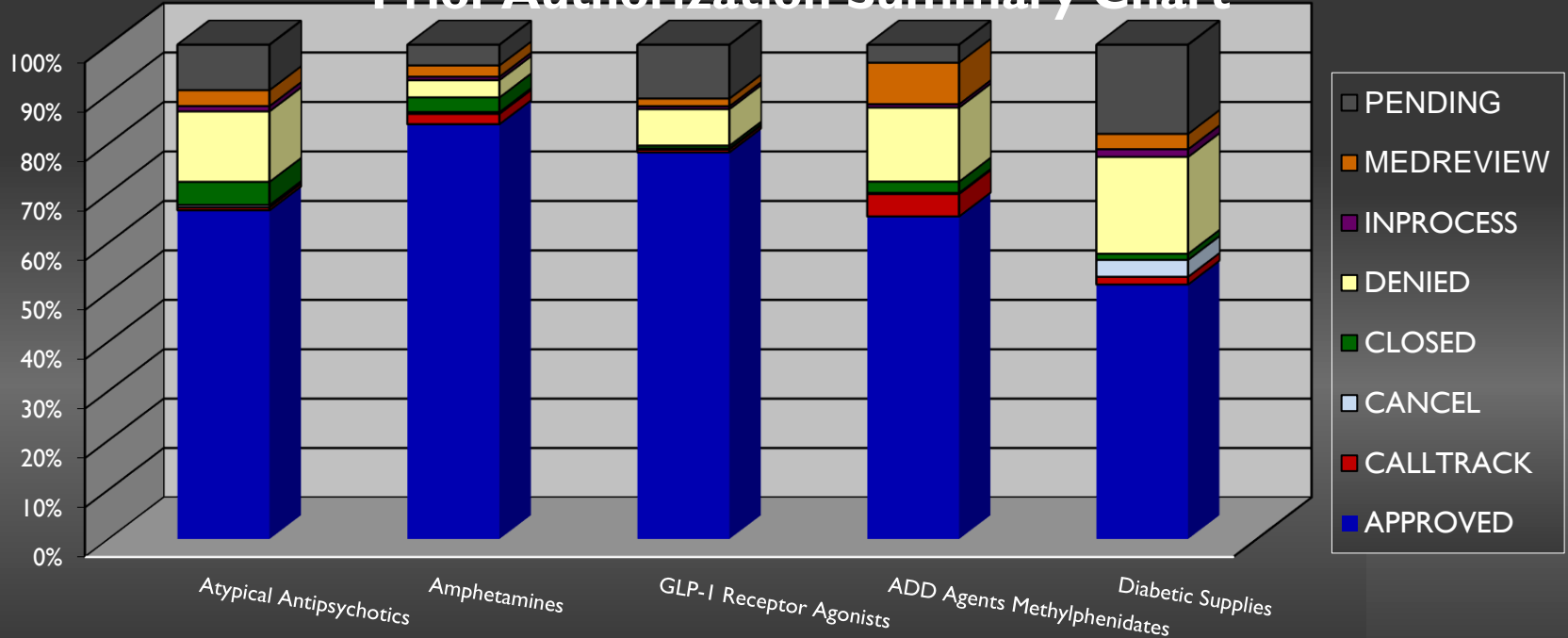
Prior Authorization Summary Chart



DECEMBER 2020 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	Diabetic Supplies
APPROVED	66.54%	83.94%	78.25%	65.31%	51.55%
DENIED	14.24%	3.49%	7.38%	14.97%	19.57%
PENDING	9.17%	4.19%	10.87%	3.63%	18.01%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,025	573	515	441	322

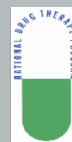
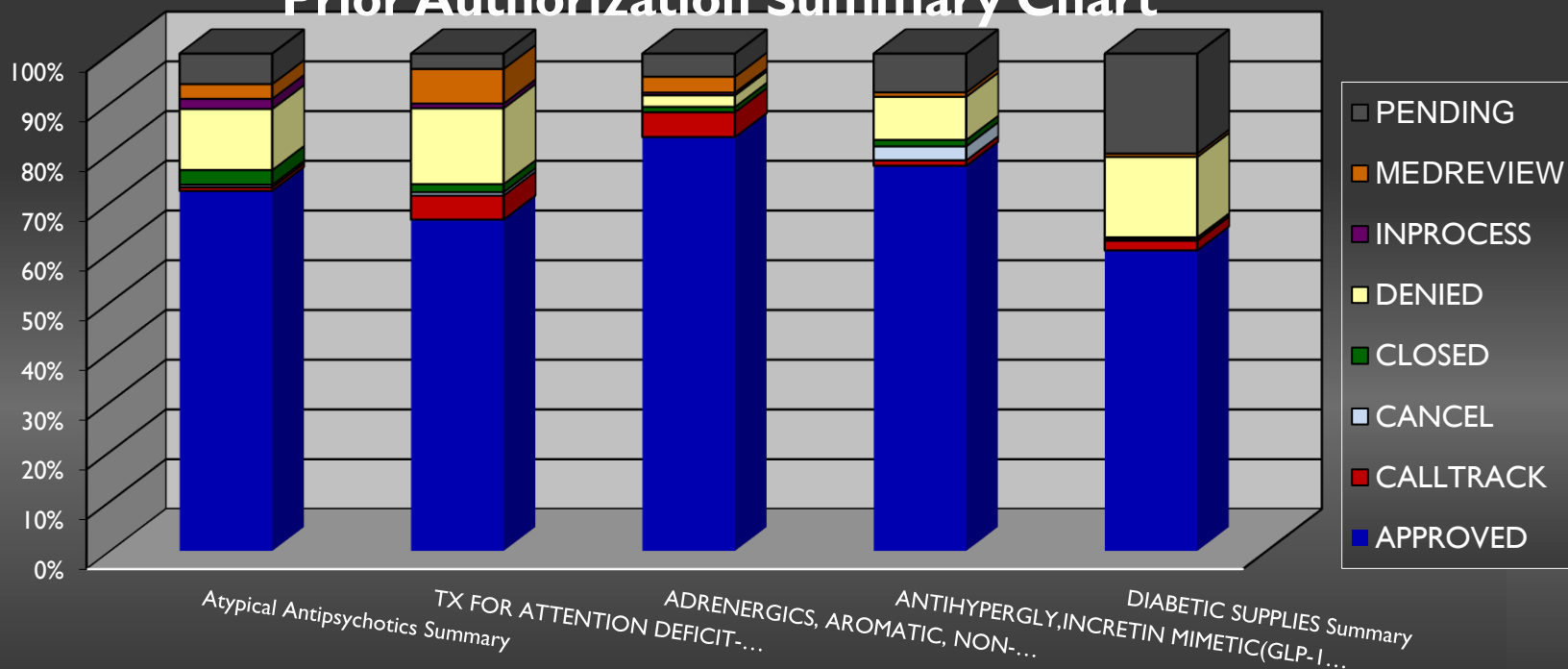
Prior Authorization Summary Chart



JANUARY 2021 PA STATS

EO Status	Atypical Antipsychotics	ADD Agents Methylphenidates	Amphetamines	GLP-I Agonists	Diabetic Supplies
APPROVED	72.39%	66.62%	83.21%	77.44%	60.40%
DENIED	12.27%	15.28%	2.32%	8.68%	16.17%
PENDING	6.13%	3.08%	4.64%	7.81%	20.13%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	978	746	560	461	303

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

November 2020

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,518	0:40 sec	0:41 sec	3:06 min
DXC HelpDesk DUR Line	6,364	0:34 sec	0:35 sec	2:17 min

December 2020

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,887	0:28 sec	0:29 sec	3:29 min
DXC HelpDesk DUR Line	6,685	0:34 sec	0:35 sec	2:20 min

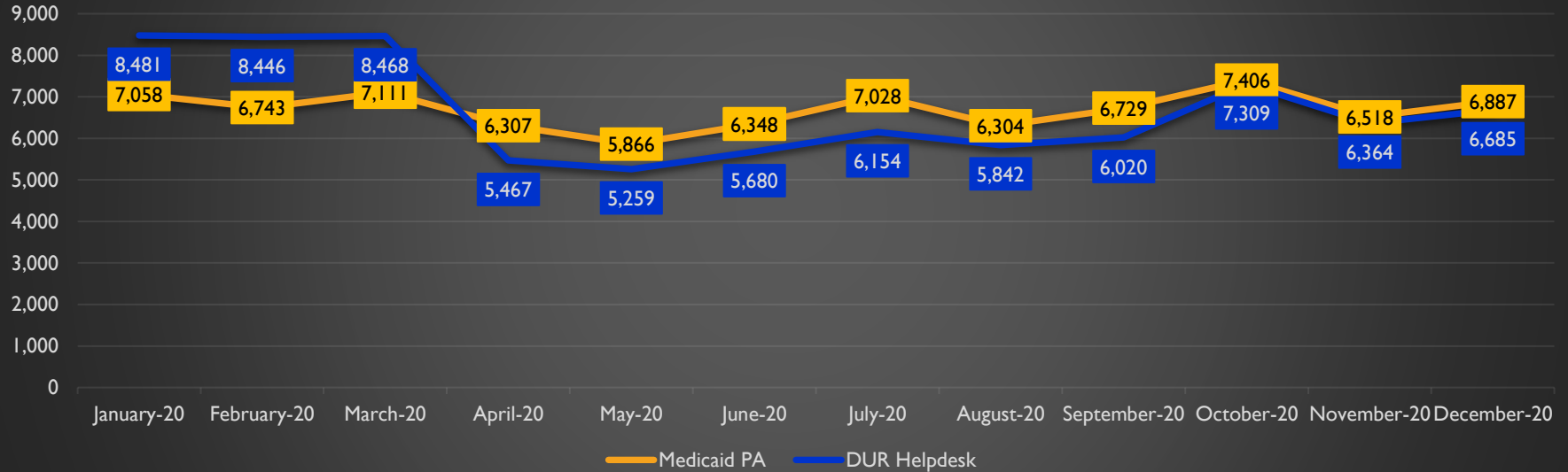
January 2021

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,727	0:41 sec	0:41 sec	3:08 min
DXC HelpDesk DUR Line	6,705	0:38 sec	0:38 sec	2:19 min

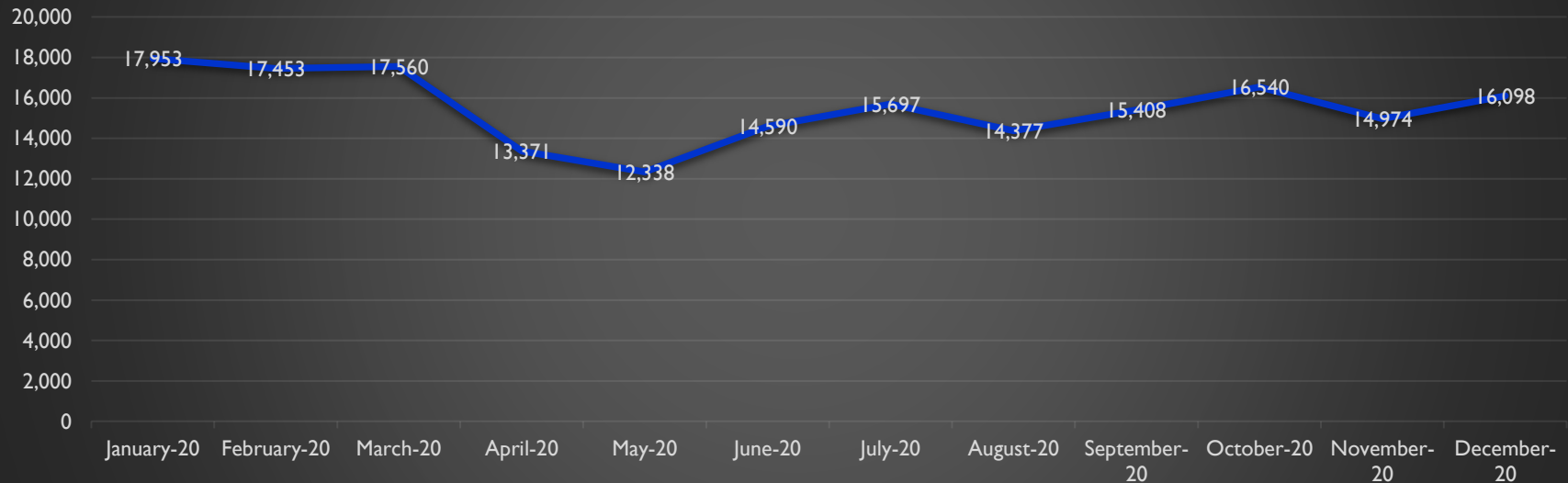
NUMBER OF CONTACTS

	November 2020	December 2020	January 2021
Less Than or Equal to 3 Notes Per Created EO-PA	94.62%	94.16 %	95.95 %

Calls Presented 2020



RDTP Manually Entered EO + PA's Medicaid 2020



THANK YOU

❖ Any Questions?