

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

November 17, 2021

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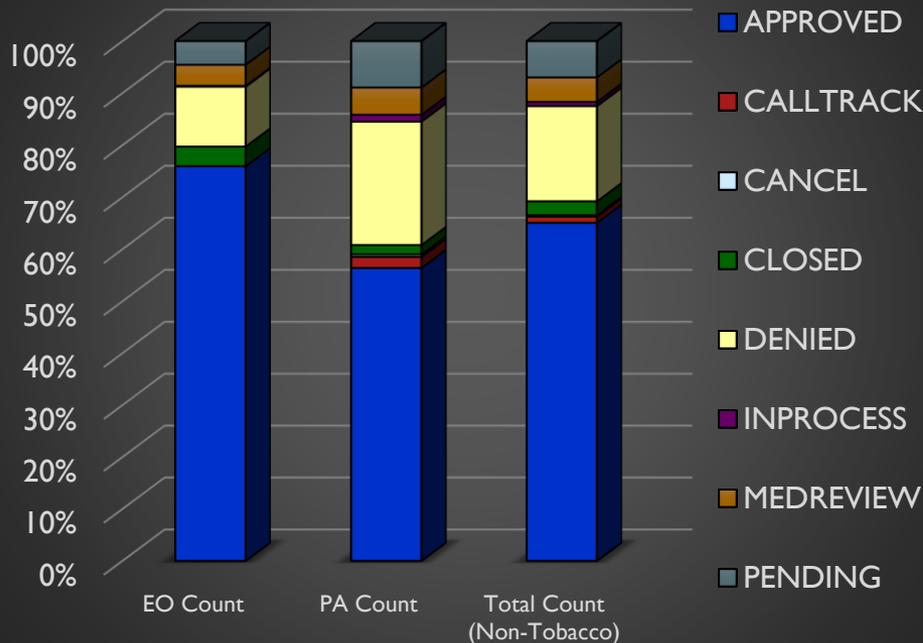
RDTP UPDATES

- ❖ Transition to a new call recording system

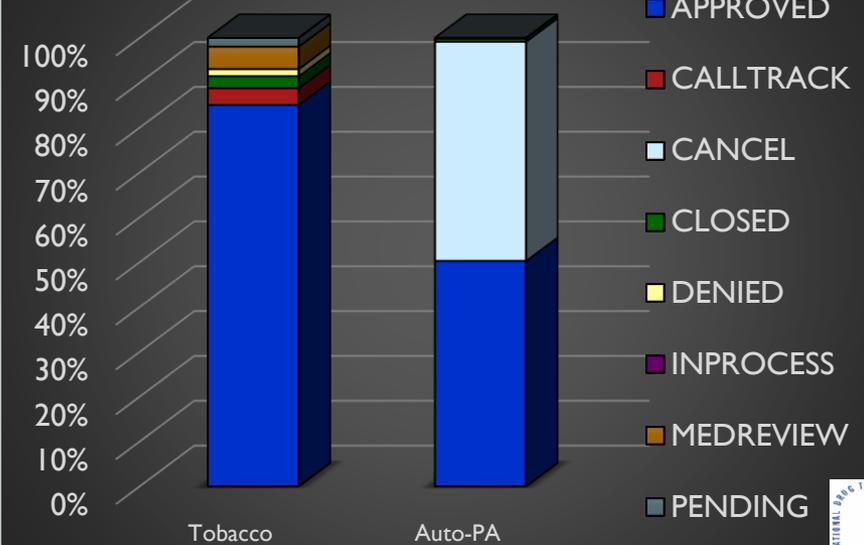
SEPTEMBER 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,752	75.96%	5,341	56.41%	11,093	65.10%
DENIED	871	11.50%	2,245	23.71%	3,116	18.29%
PENDING	344	4.54%	844	8.91%	1,188	6.97%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,572	43.02% Of EO/PA total	9,468	53.79% Of EO/PA total	17,040	96.81%
# Member ID# s	6,148	1.23	7,951	1.19	14,099	1.21

Percentages for Non-Tobacco by Status and Type



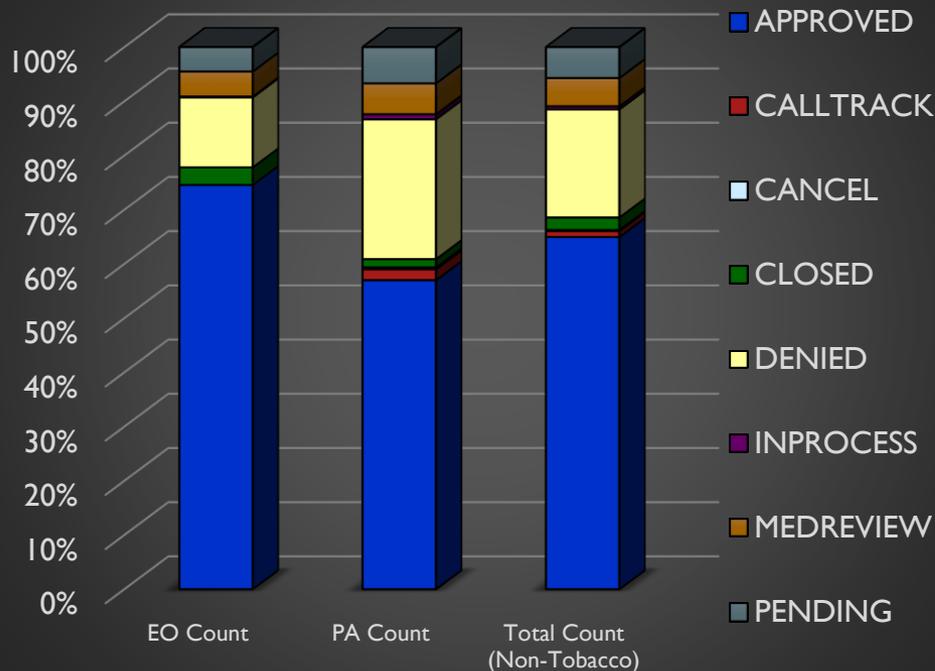
Percentages by Status for Tobacco and Auto-PA



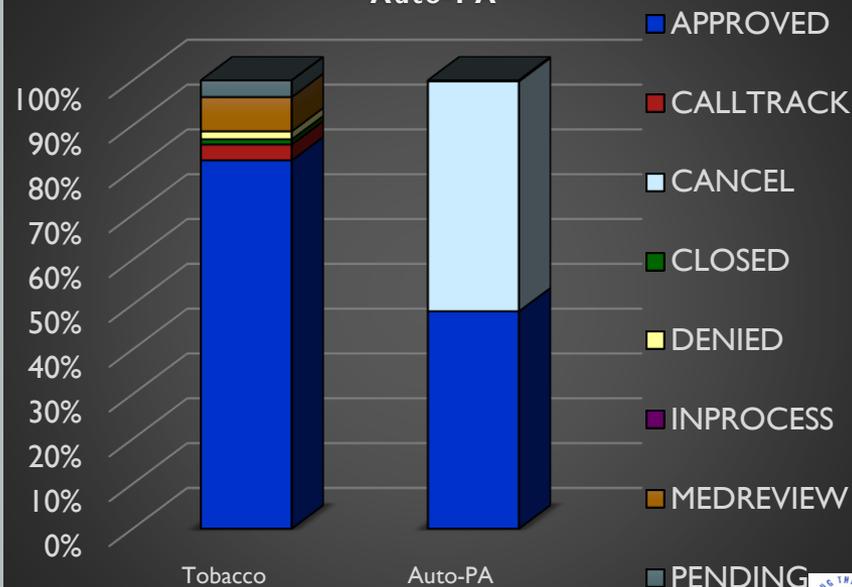
OCTOBER 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,957	74.57%	5,484	56.99%	11,441	64.97%
DENIED	1,030	12.89%	2,481	25.78%	3,511	19.94%
PENDING	360	4.51%	644	6.69%	1,004	5.70%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,989	44.09% Of EO/PA total	9,622	53.10% Of EO/PA total	17,611	97.19%
# Member ID# s	6,509	1.23	8,035	1.20	14,544	1.21

Percentages for Non-Tobacco by Status and Type



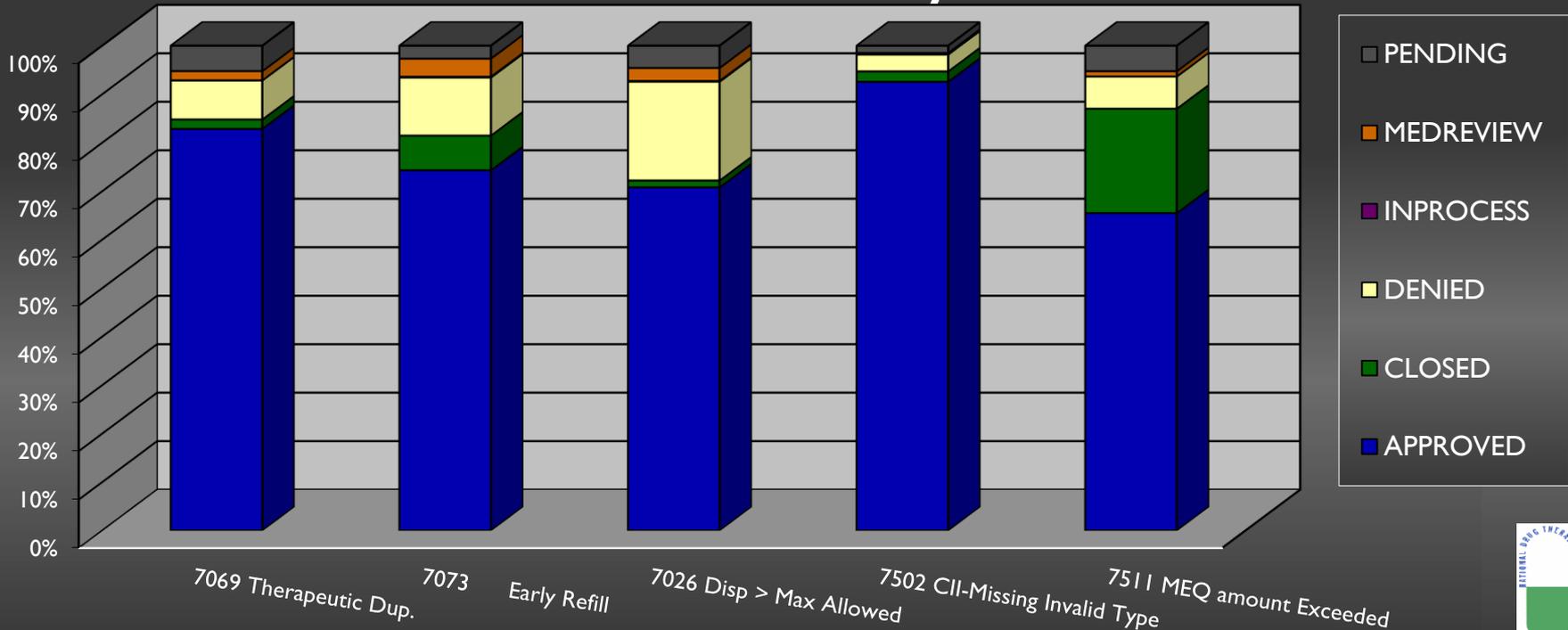
Percentages by Status for Tobacco and Auto-PA



SEPTEMBER 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp>Exceeds Max	7502 CII-Missing Invalid Type	7511 MME Exceeded
APPROVED	82.85%	74.30%	70.77%	92.56%	65.47%
DENIED	8.04%	11.96%	20.38%	3.47%	6.63%
PENDING	5.24%	2.66%	4.58%	1.49%	5.25%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,148	1,689	633	605	362
% of TOTAL EO COUNT	37.64%	20.19%	7.57%	7.23%	4.33%

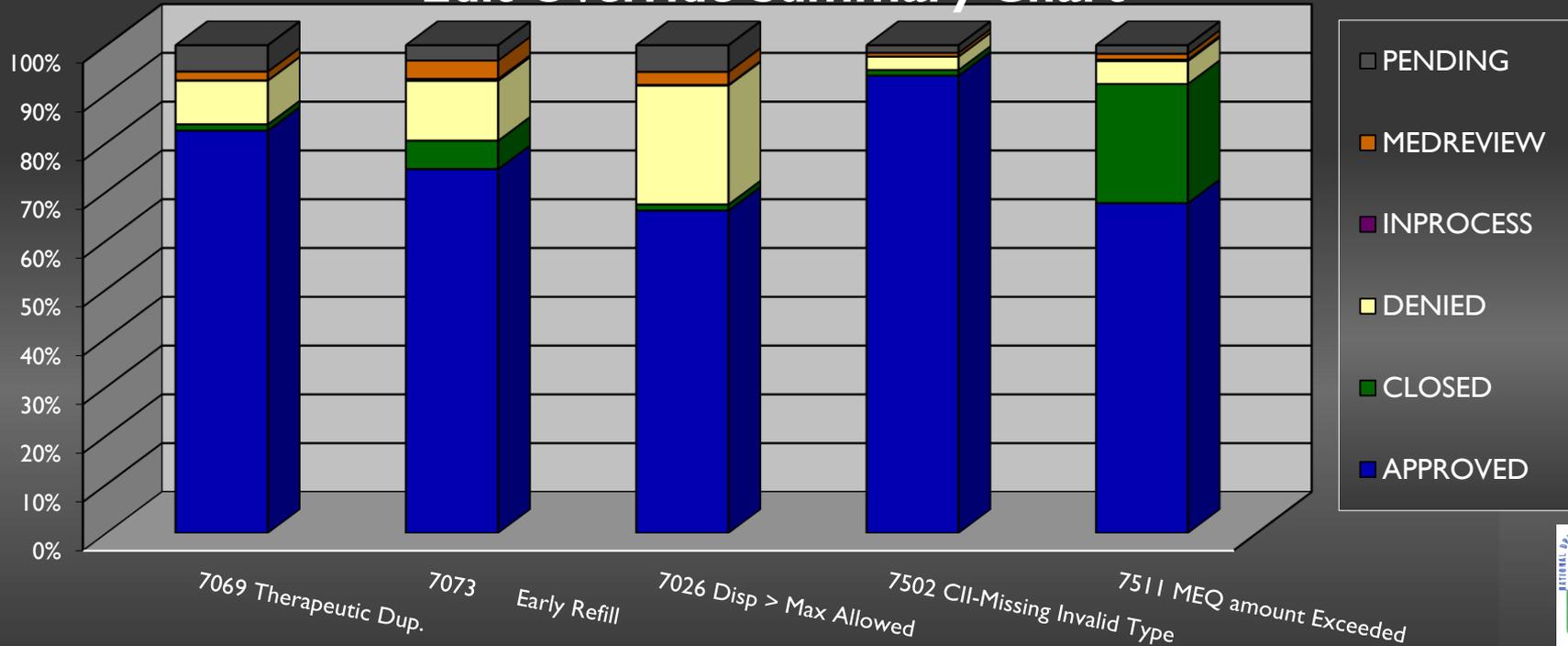
Edit Override Summary Chart



OCTOBER 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	82.48%	74.61%	66.11%	93.76%	67.65%
DENIED	8.95%	12.26%	24.37%	2.73%	4.71%
PENDING	5.40%	3.13%	5.46%	1.56%	1.76%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,317	1,851	714	513	340
% of TOTAL EO COUNT	37.90%	21.15%	8.16%	5.86%	3.89%

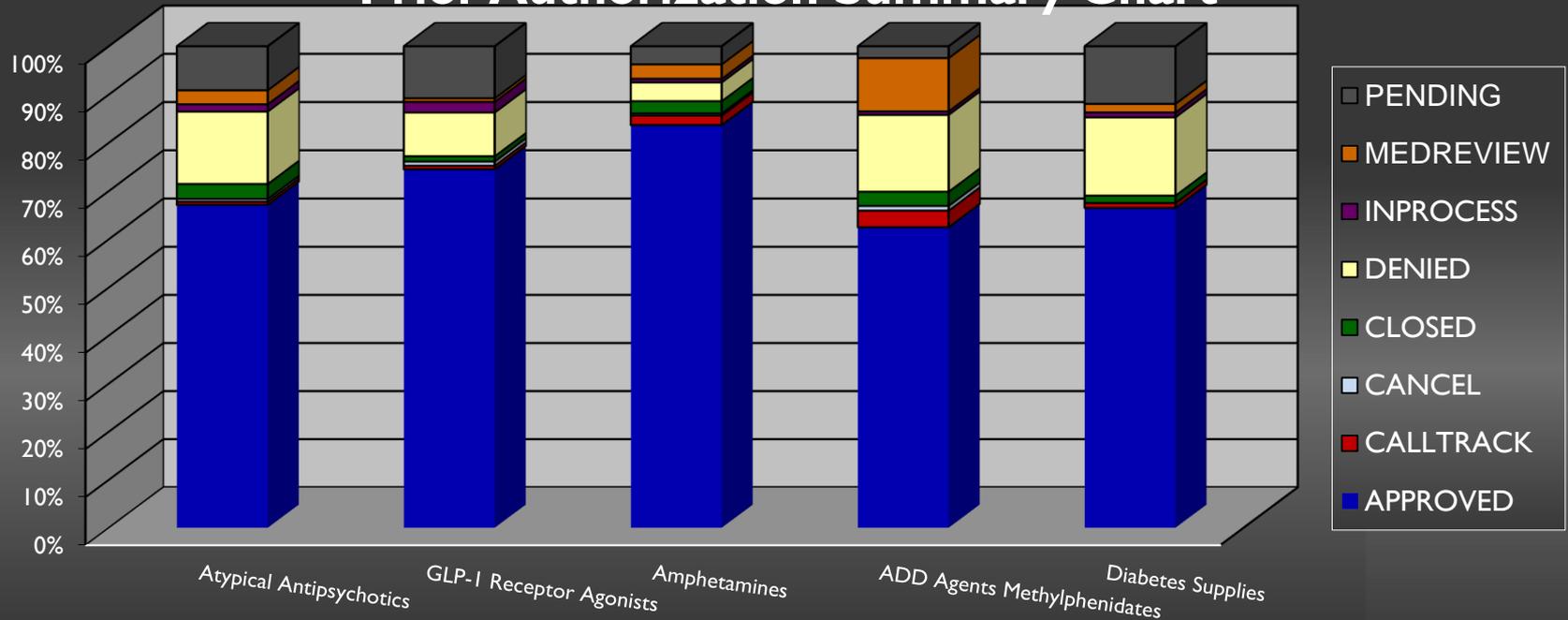
Edit Override Summary Chart



SEPTEMBER 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	ADD Agents Methylphenidates	Diabetic Supplies
APPROVED	67.14%	74.51%	83.68%	62.50%	66.50%
DENIED	15.02%	9.07%	3.89%	15.93%	16.24%
PENDING	9.11%	10.78%	3.74%	2.45%	11.93%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,065	816	668	408	394
PENDING	aripiprazole 5mg	semaglutide 0.25 or 0.5mg	dextroamphetamine /amphetamine 20mg	methylphenidate 20mg	Dexcom

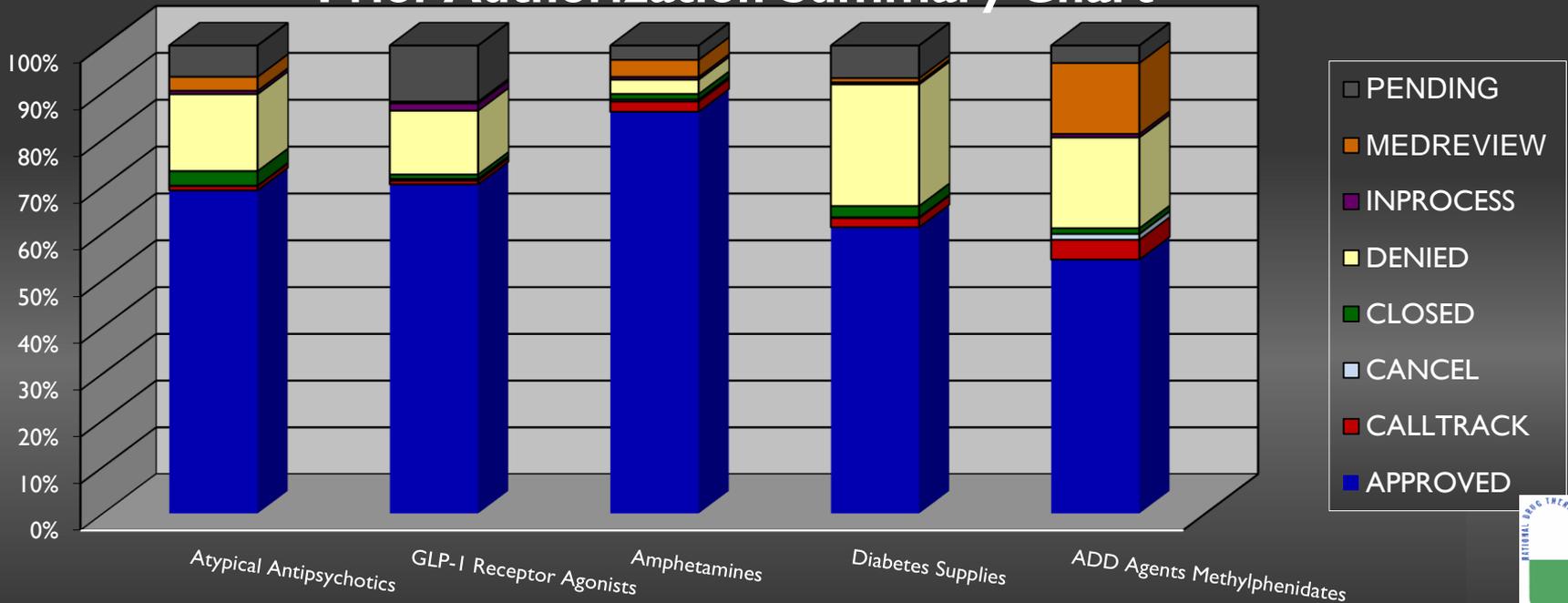
Prior Authorization Summary Chart



OCTOBER 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	69.10%	70.39%	85.88%	61.24%	54.34%
DENIED	16.43%	13.64%	3.06%	25.94%	19.35%
PENDING	6.67%	11.95%	3.06%	6.94%	3.72%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	974	770	687	663	403
PENDING	aripiprazole 5mg	semaglutide 0.25 or 0.5mg	dextroamphetamine /amphetamine 20mg	Dexcom	methylphenidate 36mg

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

September 2021

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,213	0:22 sec	0:23 sec	2:53 min
DXC HelpDesk DUR Line	7,813	0:49 sec	0:50 sec	2:12 min

October 2021

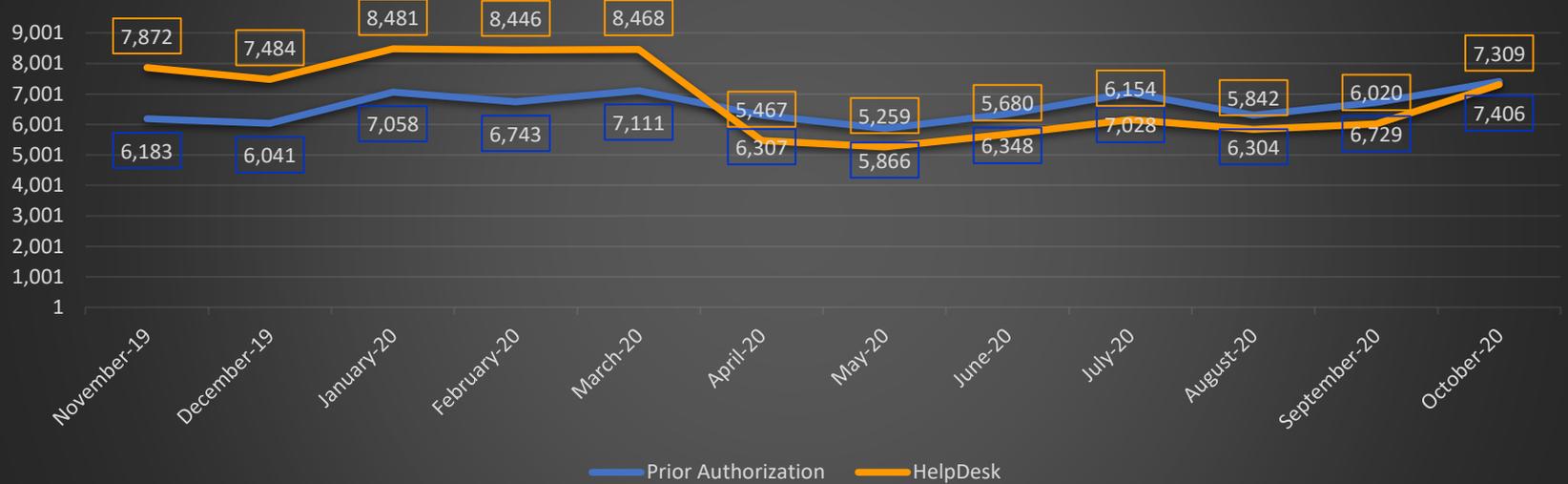
	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,088	0:38 sec	0:40 sec	2:50 min
DXC HelpDesk DUR Line	8,155	1:07 min	1:09 sec	2:02 min

NUMBER OF CONTACTS

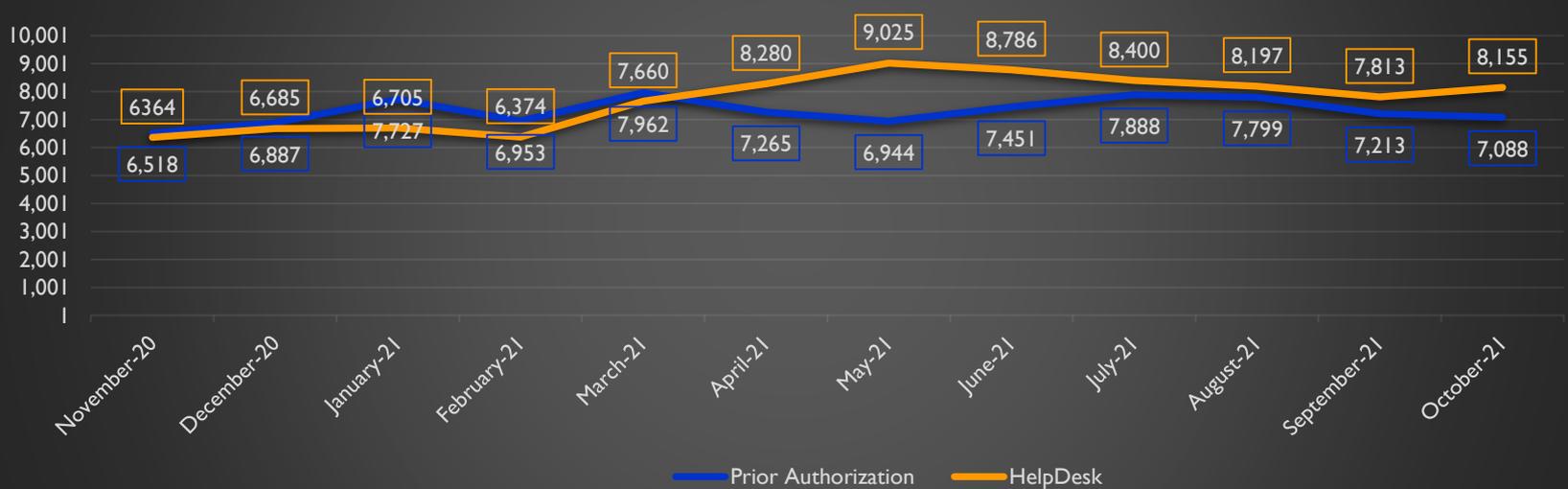
	September 2021	October 2021
Less Than or Equal to 3 Notes Per Created EO-PA	95.87%	96.86 %



Calls Presented November 2019-October 2020



Calls Presented November 2020- October 2021



RDTP Manually Entered EO + PA's Nov 2019-Oct 2020



RDTP Manually Entered EO + PA's Medicaid Oct 2020-Nov 2021



THANK YOU

❖ Any Questions?