

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

February 16, 2022

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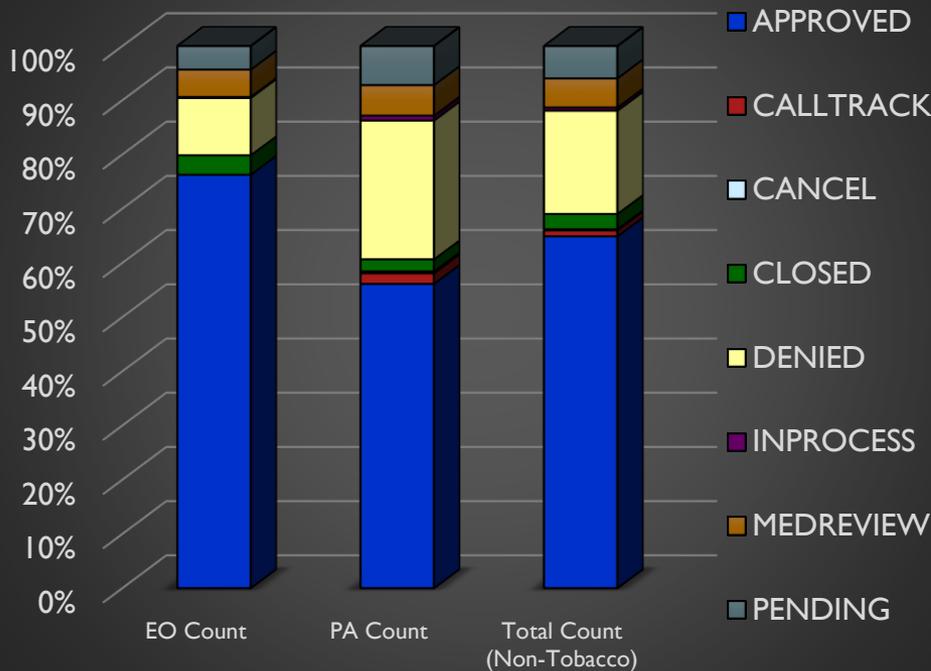
RDTP UPDATES

- ❖ New Pharmacist
- ❖ Technician Vacancies

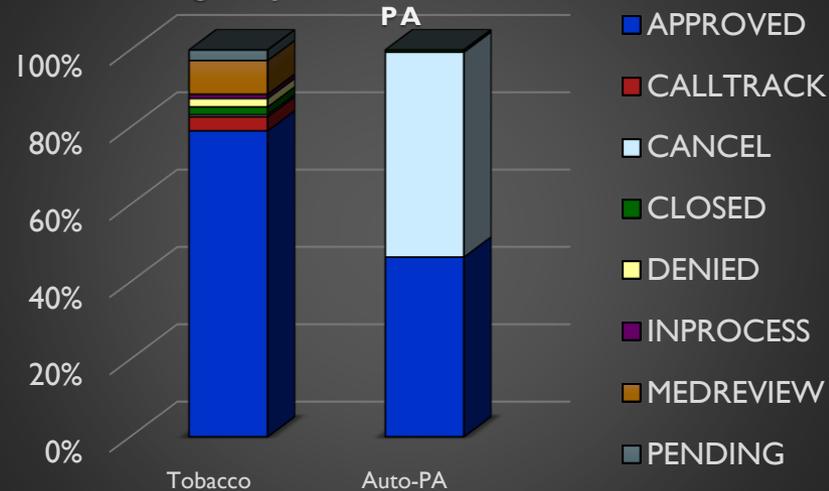
NOVEMBER 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,928	76.25%	5,648	56.12%	11,576	64.90%
DENIED	822	10.57%	2,576	25.60%	3,398	19.05%
PENDING	338	4.35%	725	7.20%	1,063	5.96%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,774	42.28% Of EO/PA total	10,064	54.73% Of EO/PA total	17,838	97.01%
# Member ID# s	6,268	1.24	8,323	1.21	14,591	1.22

Percentages for Non-Tobacco by Status and Type



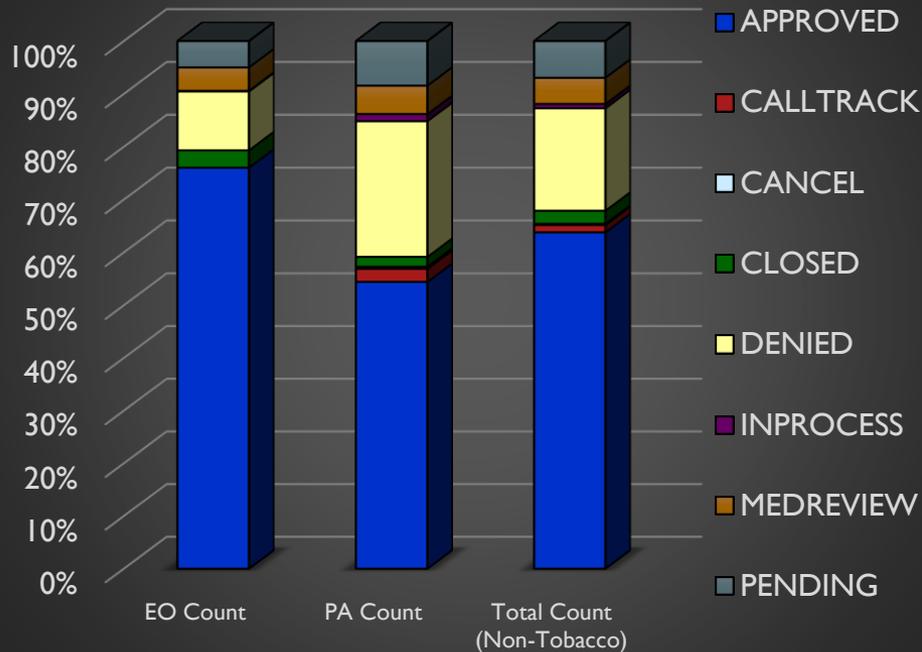
Percentages by Status for Tobacco and Auto-PA



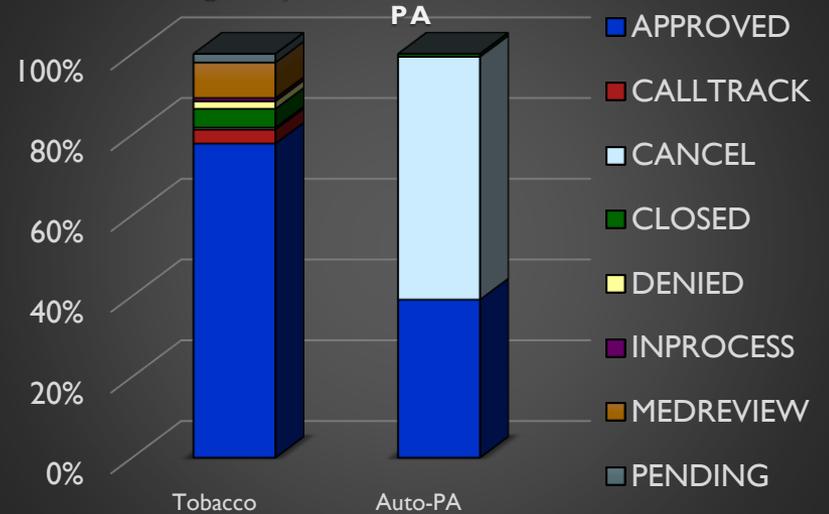
DECEMBER 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,042	76.04%	5,659	54.44%	11,701	63.80%
DENIED	884	11.13%	2,670	25.69%	3,554	19.38%
PENDING	396	4.98%	877	8.44%	1,273	6.94%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,946	41.94% Of EO/PA total	10,395	54.87% Of EO/PA total	18,341	96.82%
# Member ID# s	6,353	1.25	8,594	1.21	14,947	1.23

Percentages for Non-Tobacco by Status and Type



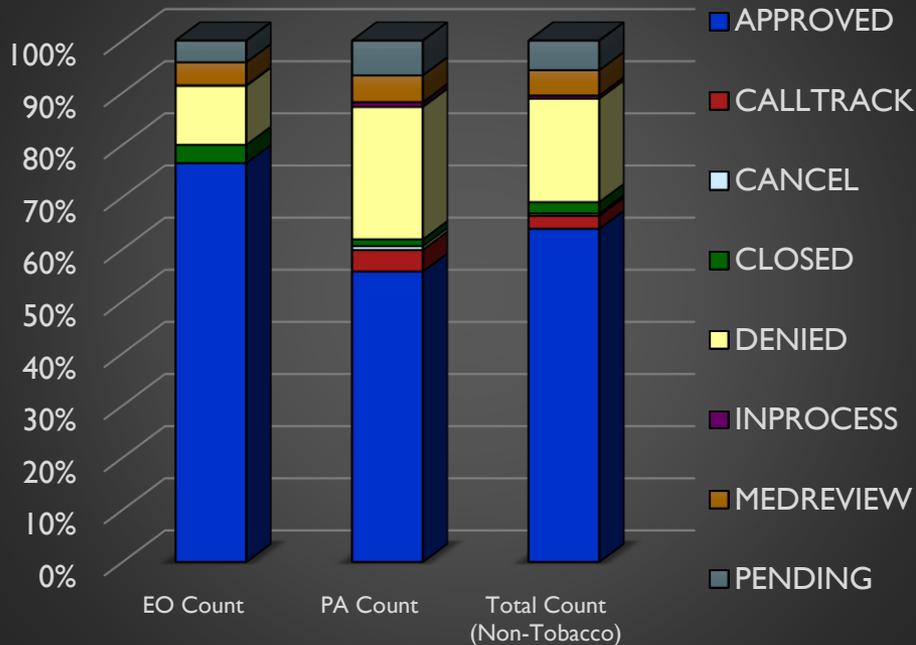
Percentages by Status for Tobacco and Auto-PA



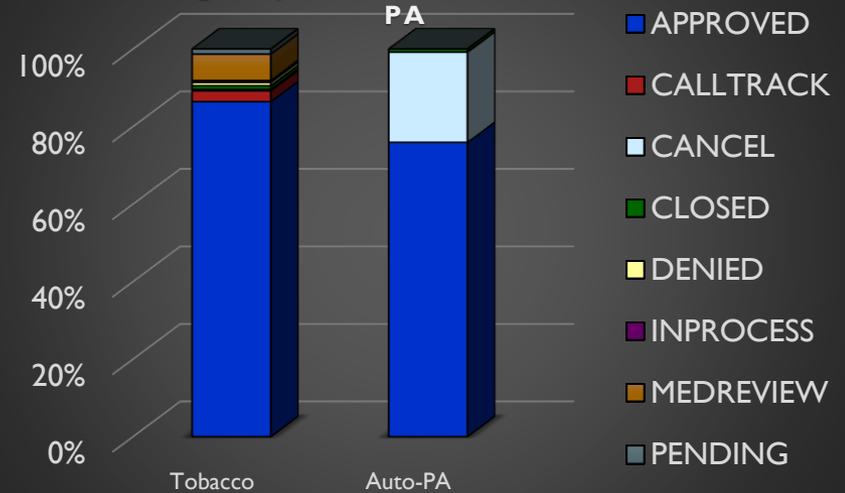
JANUARY 2022 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,615	77.27%	6,162	55.48%	11,777	64.10%
DENIED	812	11.17%	3,054	27.50%	3,866	21.04%
PENDING	348	4.79%	740	6.66%	1,088	5.92%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,267	38.30% Of EO/PA total	11,106	58.53% Of EO/PA total	8,373	96.82%
# Member ID# s	5,881	1.24	9,072	1.22	14,958	1.23

Percentages for Non-Tobacco by Status and Type



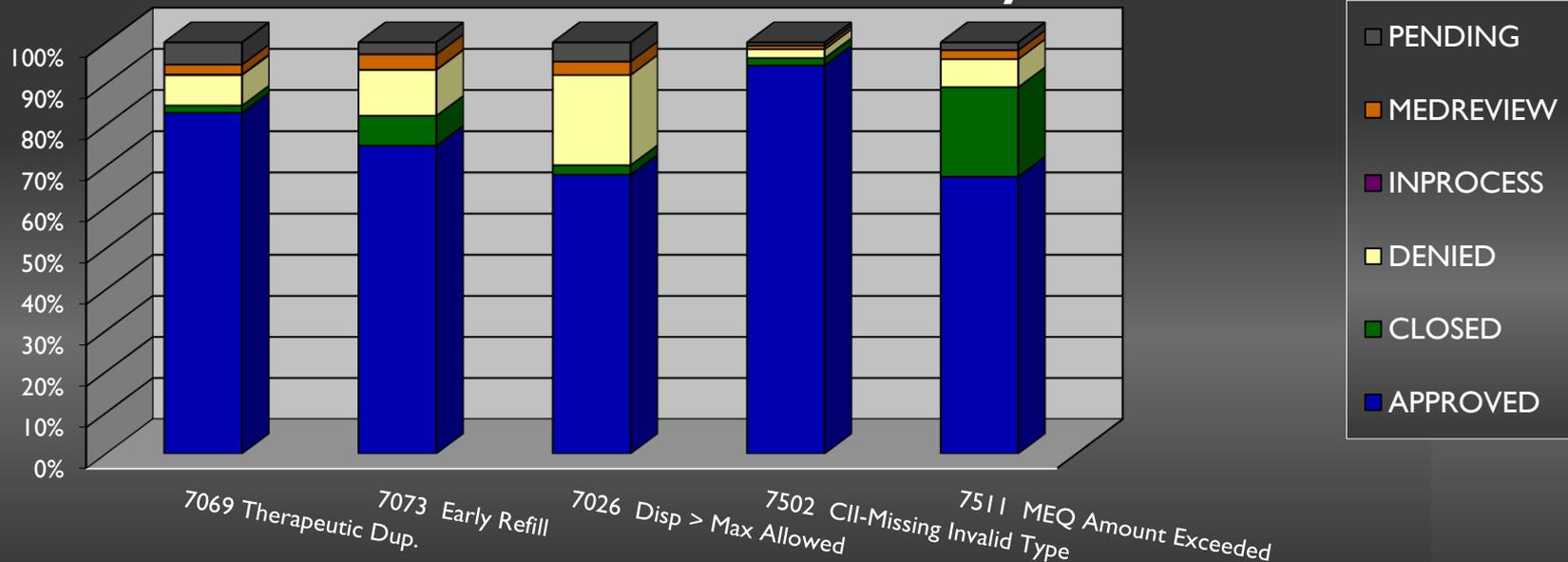
Percentages by Status for Tobacco and Auto-PA



NOVEMBER 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	82.90%	74.93%	67.86%	94.38%	67.39%
DENIED	7.40%	11.12%	21.89%	2.15%	6.79%
PENDING	5.40%	2.89%	4.66%	0.83%	1.90%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,299	1,763	644	605	368
% of TOTAL EO COUNT	38.70%	28.68%	7.56%	7.10%	4.32%

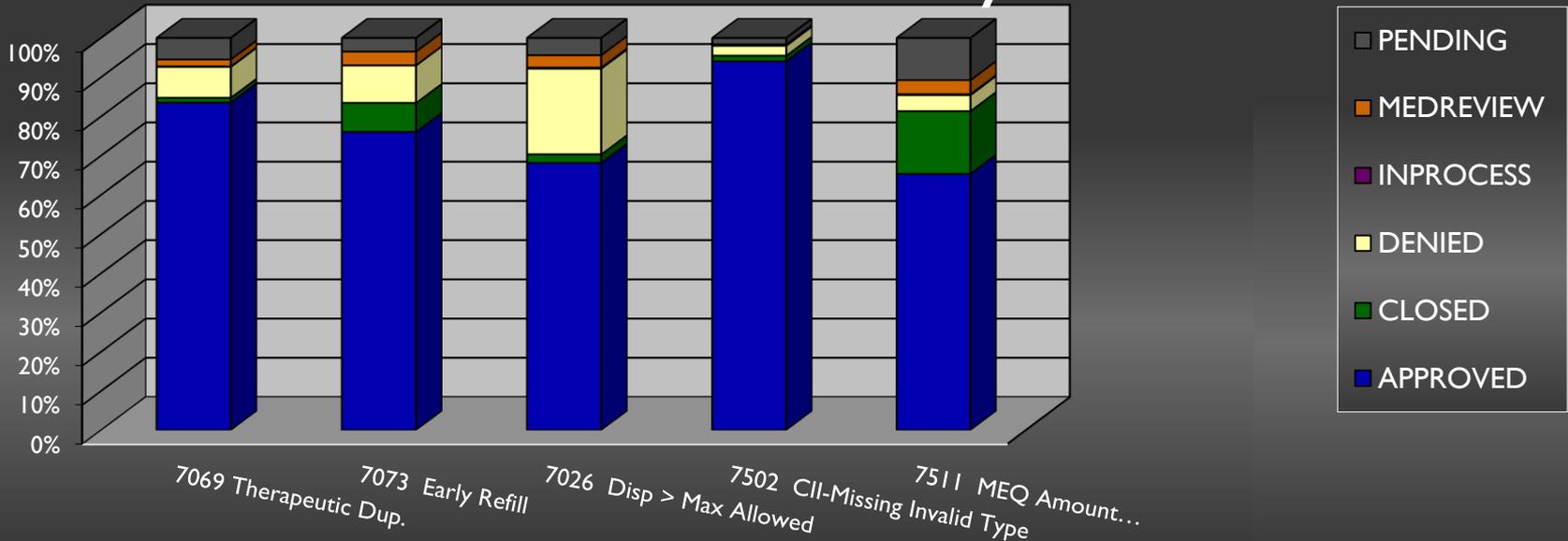
Edit Override Summary Chart



DECEMBER 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	83.50%	76.03%	68.13%	94.03%	65.31%
DENIED	7.86%	9.56%	21.84%	2.53%	4.07%
PENDING	5.50%	3.48%	4.40%	1.63%	10.77%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,219	1,894	728	553	418
% of TOTAL EO COUNT	36.74%	21.62%	8.31%	6.31%	4.77%

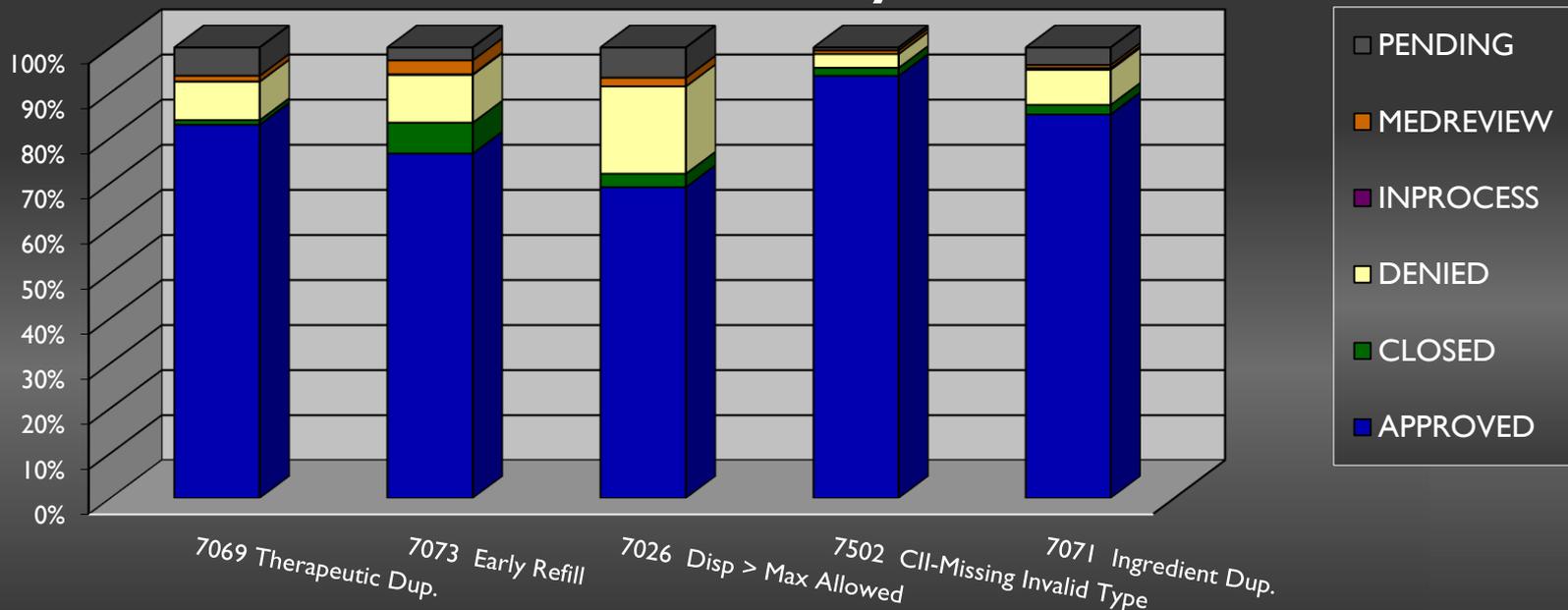
Edit Override Summary Chart



JANUARY 2022 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII-Missing Invalid Type	7071 Ingredient Dup.
APPROVED	82.88%	76.49%	69.05%	93.71%	85.16%
DENIED	8.52%	10.56%	19.35%	3.06%	7.77%
PENDING	6.27%	2.84%	6.70%	0.65%	3.89%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	2,839	1,723	672	620	283
% of TOTAL EO COUNT	35.37%	21.47%	11.29%	7.72%	5.35%

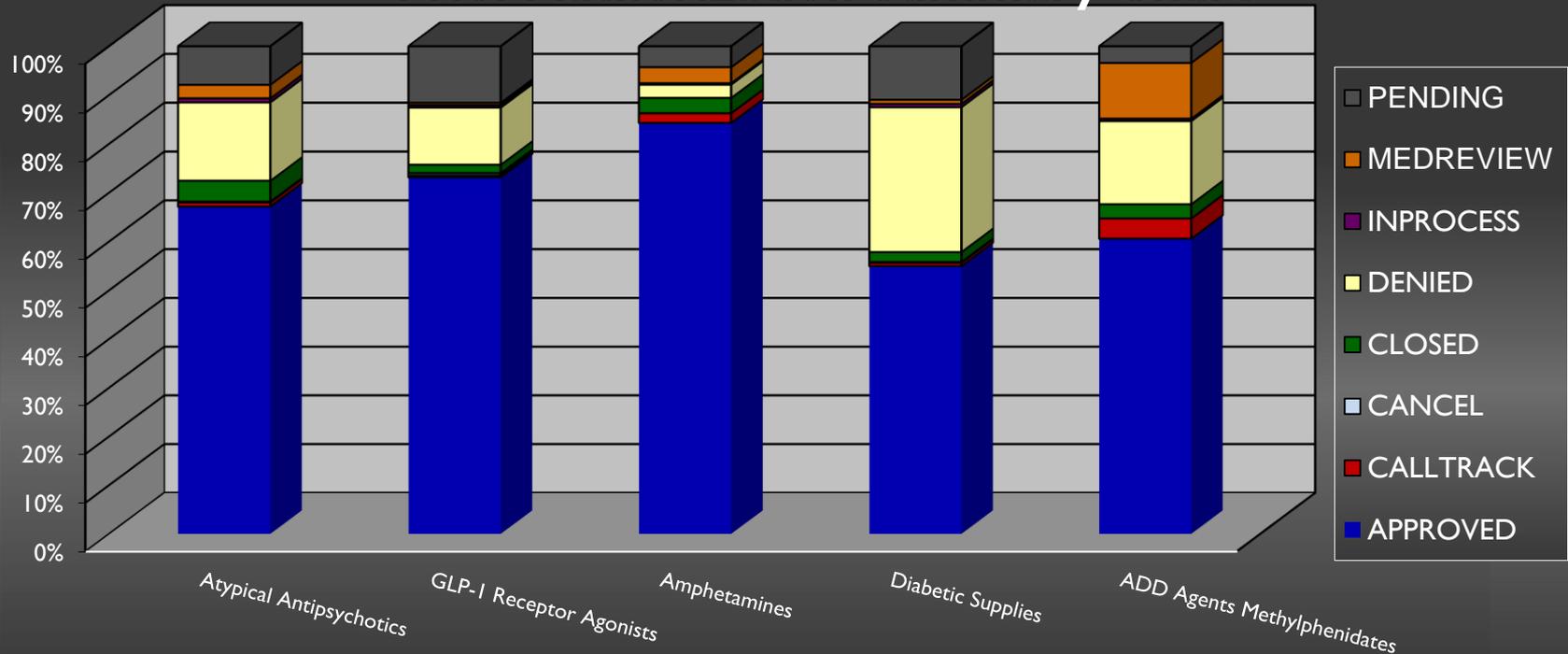
Edit Override Summary Chart



NOVEMBER 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	67.16%	73.17%	84.29%	54.97%	60.58%
DENIED	16.05%	11.71%	2.71%	29.68%	17.03%
PENDING	7.88%	11.59%	4.29%	10.96%	3.41%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,078	820	700	593	411

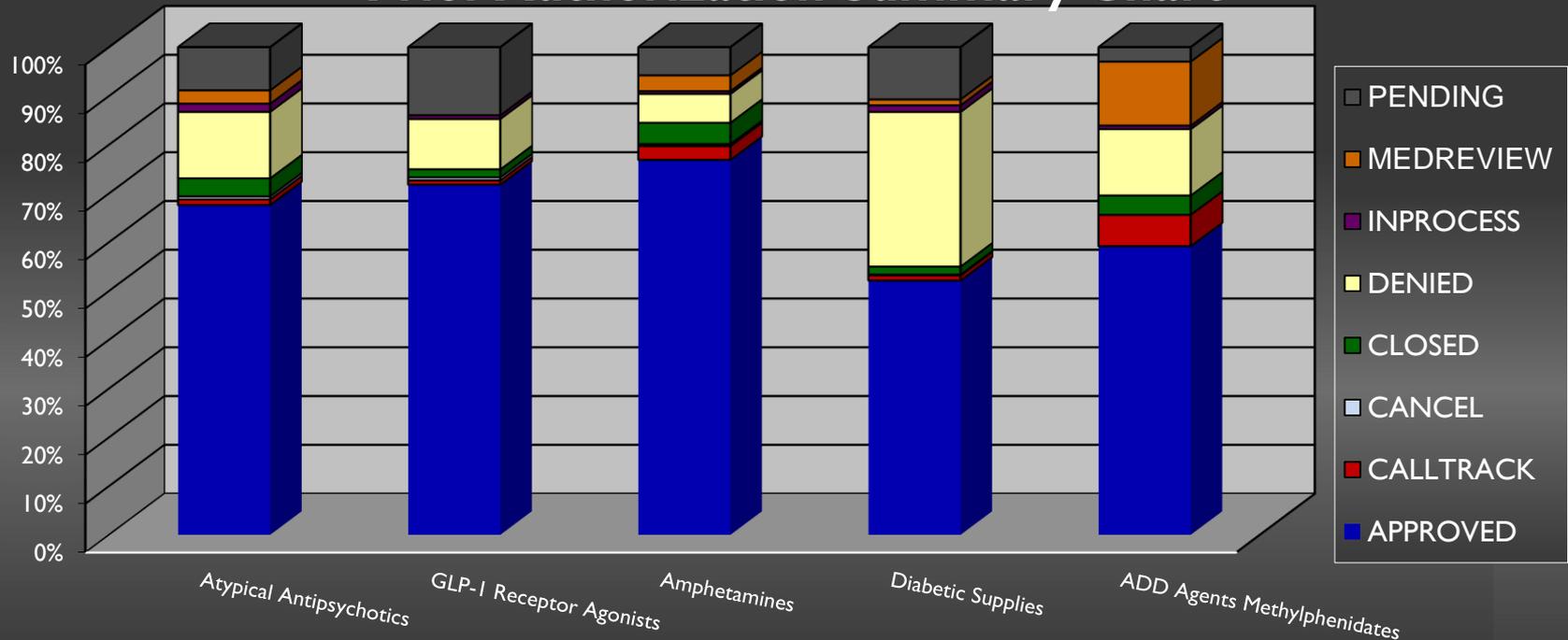
Prior Authorization Summary Chart



DECEMBER 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	67.61%	71.79%	76.87%	52.11%	59.16%
DENIED	13.63%	10.33%	5.92%	31.72%	13.61%
PENDING	8.85%	13.98%	5.78%	10.73%	2.97%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,130	794	709	662	404

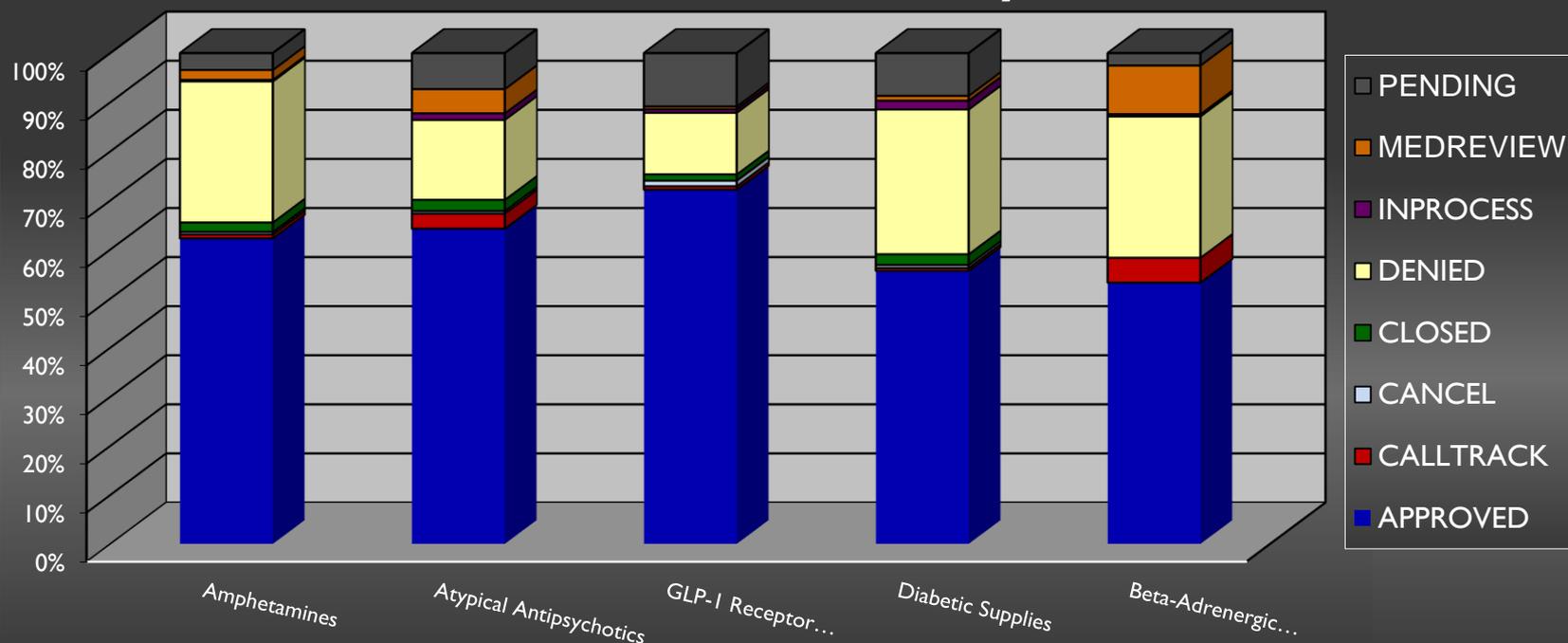
Prior Authorization Summary Chart



JANUARY 2022 PA STATS

EO Status	Amphetamines	Atypical Antipsychotics	GLP-I Receptor Agonists	Diabetic Supplies	Beta-Adrenergic Agonists, Inhaled
APPROVED	62.24%	64.22%	72.18%	55.64%	53.23%
DENIED	28.74%	16.29%	12.57%	29.50%	28.80%
PENDING	3.43%	7.34%	10.88%	8.71%	2.53%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	2,272	749	708	505	434

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

November 2021

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,341	0:23 sec	0:24 sec	2:46 min
DXC HelpDesk DUR Line	8,020	1:05 sec	1:06 sec	2:10 min

December 2021

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,296	0:18 sec	0:19 sec	2:54 min
DXC HelpDesk DUR Line	7,834	0:50 sec	0:52 sec	2:08 min

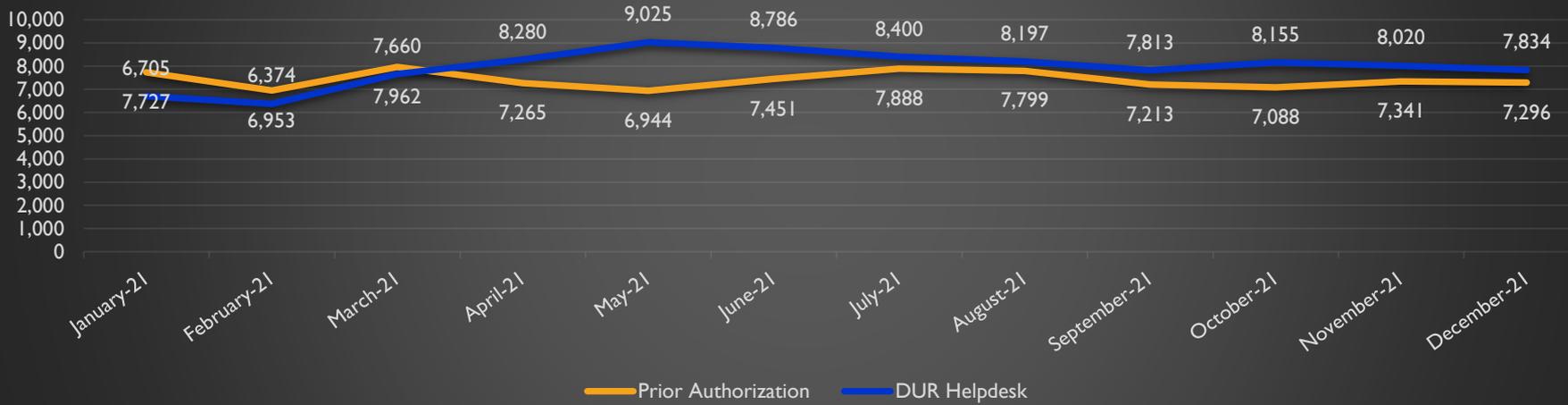
January 2022

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	8,711	0:27 sec	0:28 sec	2:52 min
DXC HelpDesk DUR Line	7,623	1:00 min	1:01 sec	2:07 min

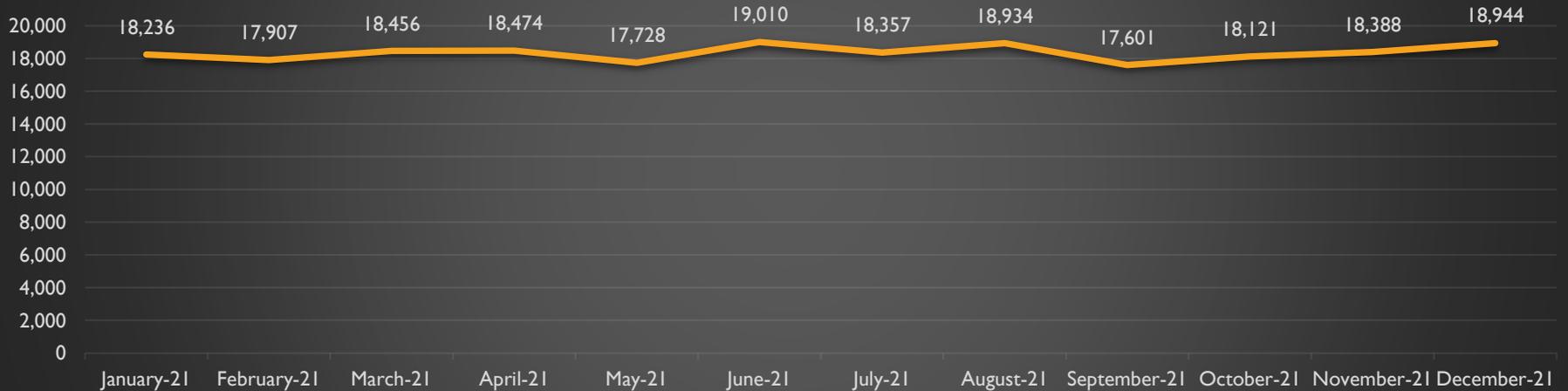
NUMBER OF CONTACTS

	November 2021	December 2021	January 2022
Less Than or Equal to 3 Notes Per Created EO-PA	96.34%	96.12 %	97.71 %

Calls Presented 2021



RDTP Manually Entered EO + PA's Medicaid 2021



THANK YOU

❖ Any Questions?