

Rational Drug Therapy Program

WVBMS Drug Utilization Board

February 27, 2019

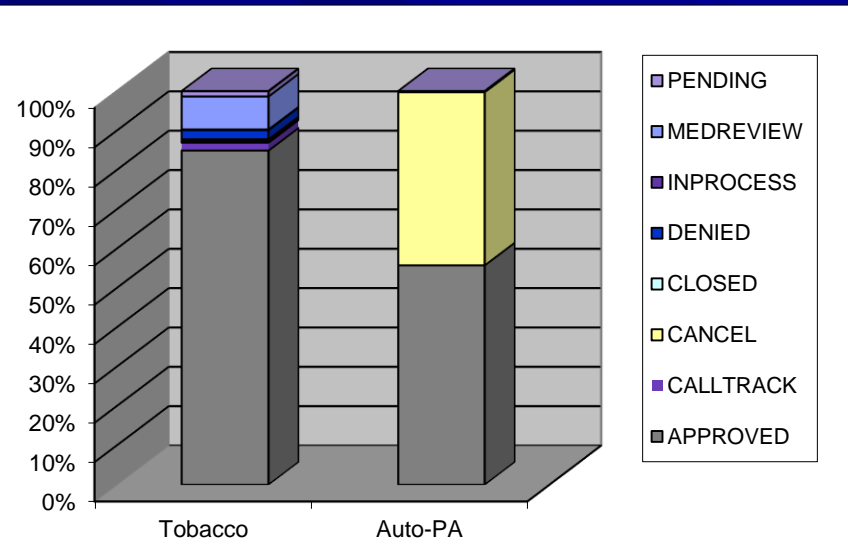
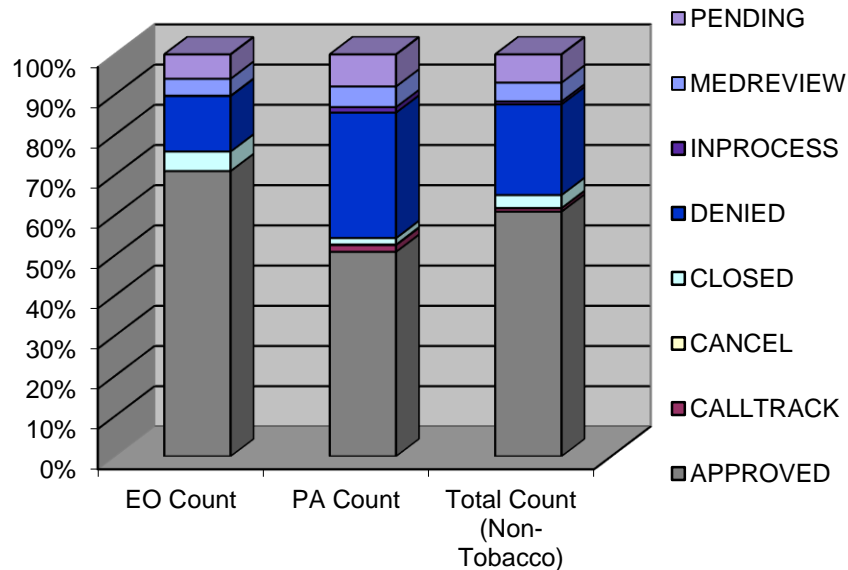
Presented by Angela Wowczuk, PharmD., RPh

West Virginia University School of Pharmacy



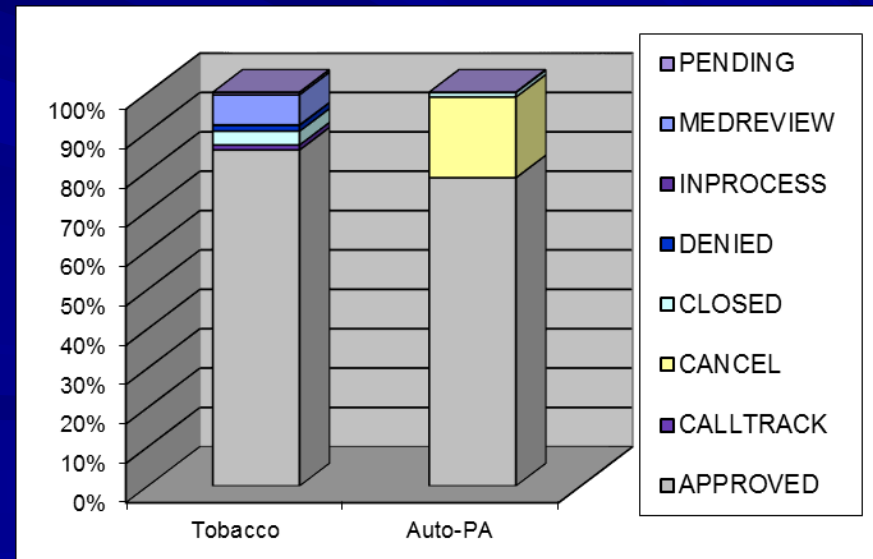
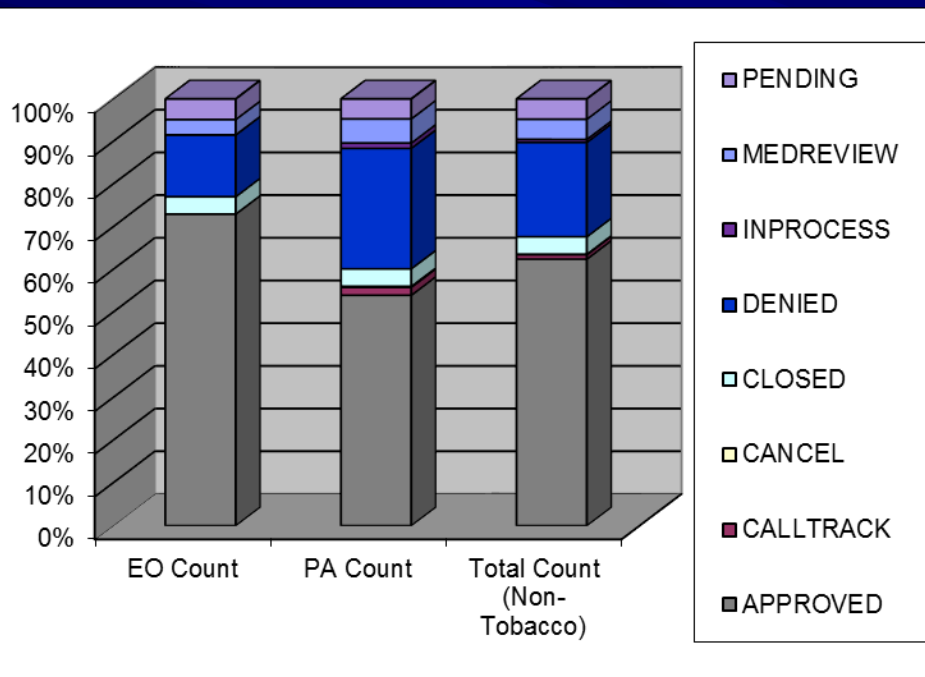
December 2018 Program Summary

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5304	73.42%	3740	52.29%	9044	62.91%
CALLTRACK	0	0.00%	132	1.85%	132	0.92%
CLOSED	316	4.37%	143	2.00%	459	3.19%
DENIED	938	12.98%	2166	30.29%	3104	21.59%
INPROCESS	4	0.06%	101	1.41%	105	0.73%
MEDREVIEW	314	4.35%	379	5.30%	693	4.82%
PENDING	348	4.82%	477	6.67%	825	5.74%
Total Program	7224	48.25%	7152	47.77%	14376	96.01%
# Member ID# s	6833	1.06	6948	1.03	13660	1.05



January 2019 Program Summary

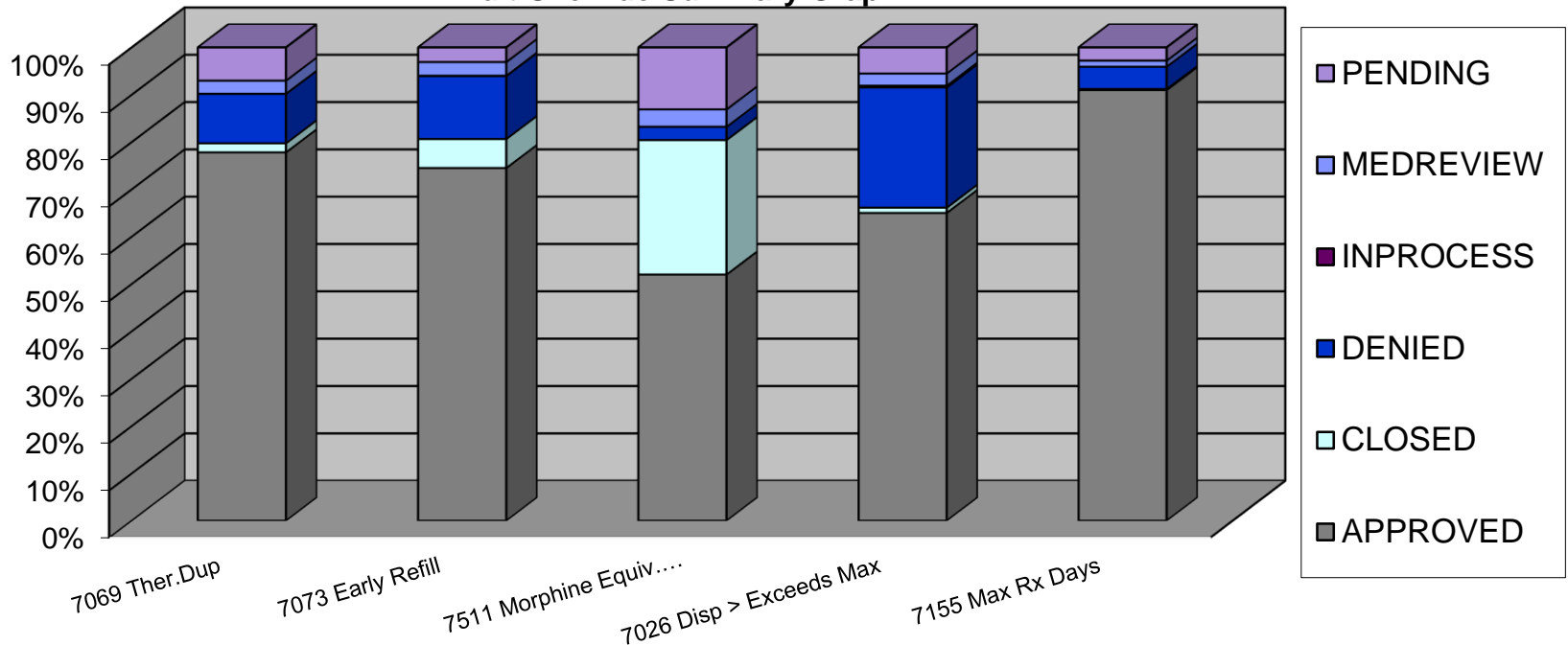
Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5692	73.02%	5251	54.01%	10943	62.47%
CALLTRACK	0	0.00%	180	1.85%	180	1.03%
CLOSED	317	4.07%	400	4.11%	717	4.09%
DENIED	1127	14.46%	2744	28.22%	3871	22.10%
INPROCESS	3	0.04%	121	1.24%	124	0.71%
MEDREVIEW	279	3.58%	551	5.67%	830	4.74%
PENDING	377	4.84%	454	4.67%	831	4.74%
Total Program	7795	43.23%	9722	52.67%	17517	94.89%
# Member ID# s	7411	1.05	9446	1.03	16718	1.05



November 2018 Edit Overrides (EO)

EO Status	7069 Ther.Dup	7073 Early Refill	7511 MME Exceeded	7026 Disp > Exceeds Max	7155 Max Rx Days
APPROVED	77.82%	74.51%	51.99%	65.01%	90.97%
CLOSED	1.91%	6.13%	28.42%	1.10%	0.22%
DENIED	10.44%	13.31%	2.80%	25.41%	4.73%
INPROCESS	0.03%	0.07%	0.00%	0.37%	0.00%
MEDREVIEW	2.76%	2.89%	3.68%	2.58%	1.29%
PENDING	7.03%	3.10%	13.11%	5.52%	2.80%
Total EO's	2930	1420	679	543	465

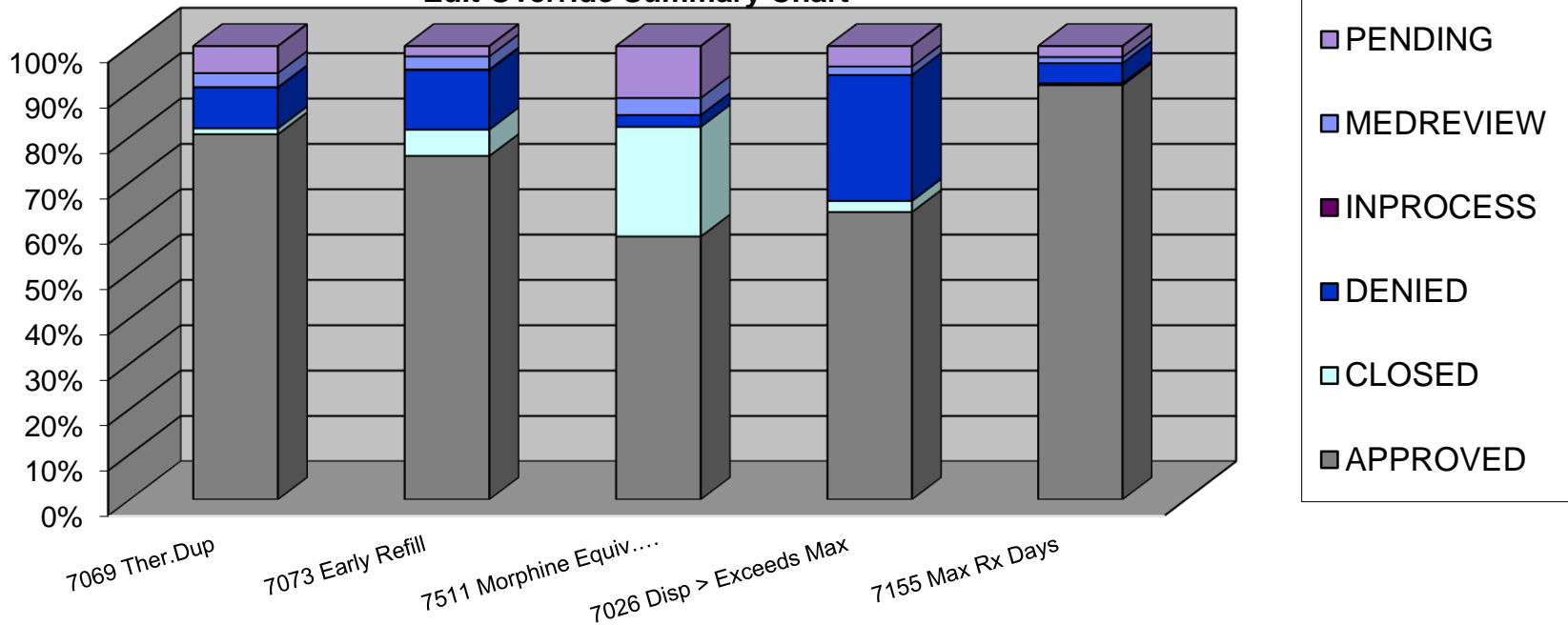
Edit Override Summary Graph



December 2018 Edit Overrides (EO)

EO Status	7069 Ther.Dup	7073 Early Refill	7511 MME Exceeded	7026 Disp > Exceeds Max	7155 Max Rx Days
APPROVED	80.56%	75.77%	58.01%	63.41%	91.37%
CLOSED	1.29%	5.81%	24.18%	2.44%	0.44%
DENIED	9.02%	13.13%	2.61%	27.77%	4.42%
INPROCESS	0.07%	0.15%	0.00%	0.00%	0.00%
MEDREVIEW	3.11%	2.87%	3.76%	1.88%	1.33%
PENDING	5.94%	2.26%	11.44%	4.5%	2.43%
Total EO's	2793	1325	612	533	452

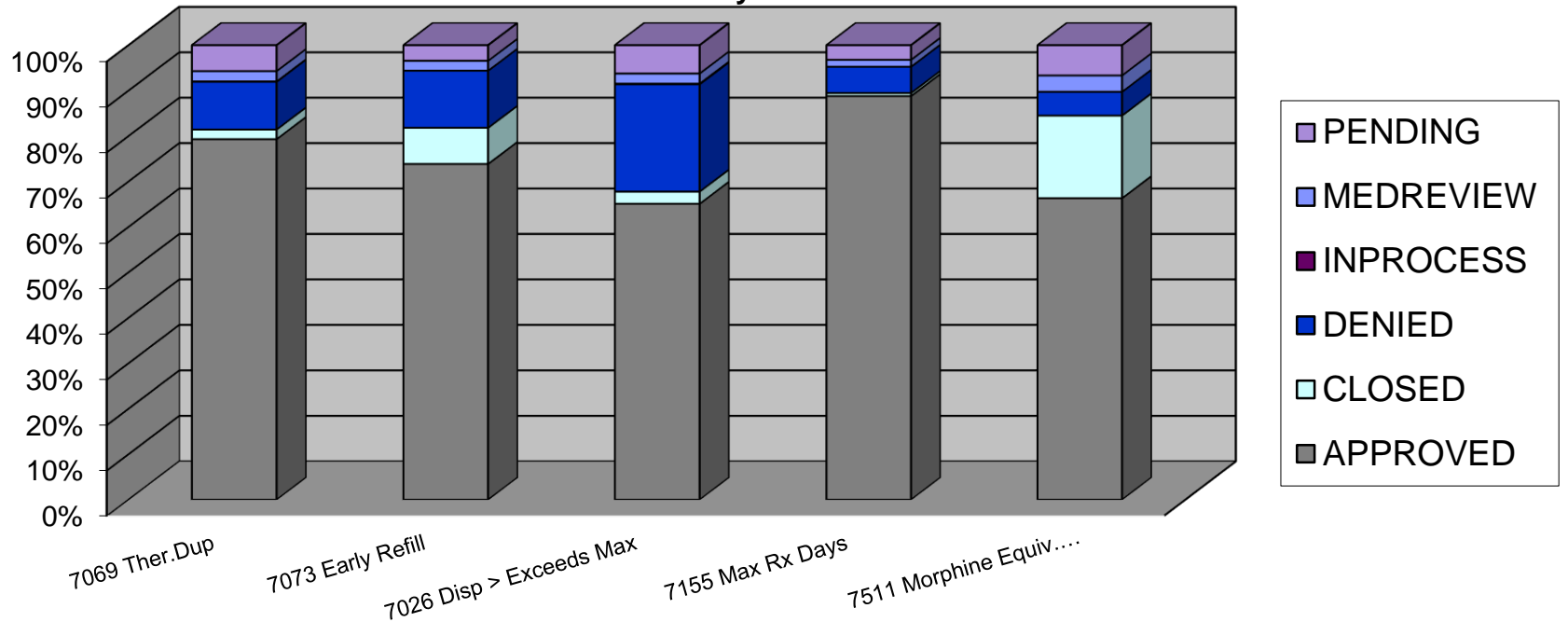
Edit Override Summary Chart



January 2019 Edit Overrides (EO)

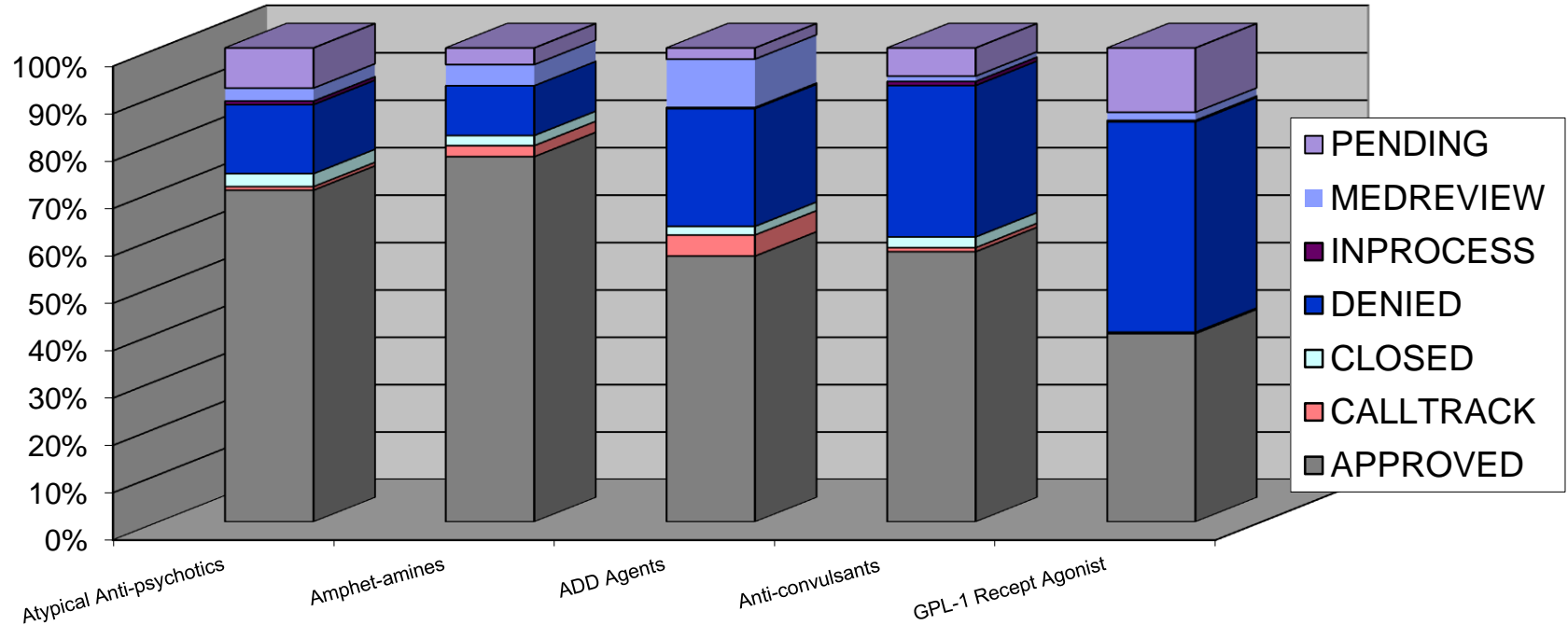
EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp >Exceeds Max	7155 Max Rx Days	7511 MME Exceeded
APPROVED	79.31%	73.85%	65.08%	88.79%	66.31%
CLOSED	2.12%	7.96%	2.67%	0.68%	18.20%
DENIED	10.52%	12.57%	23.63%	5.77%	5.23%
INPROCESS	0.06%	0.00%	0.15%	0.00%	0.00%
MEDREVIEW	2.28%	2.19%	2.23%	1.53%	3.60%
PENDING	5.71%	3.43%	6.24%	3.23%	6.67%
Total EO's	3118	1281	673	589	555

Edit Override Summary Chart



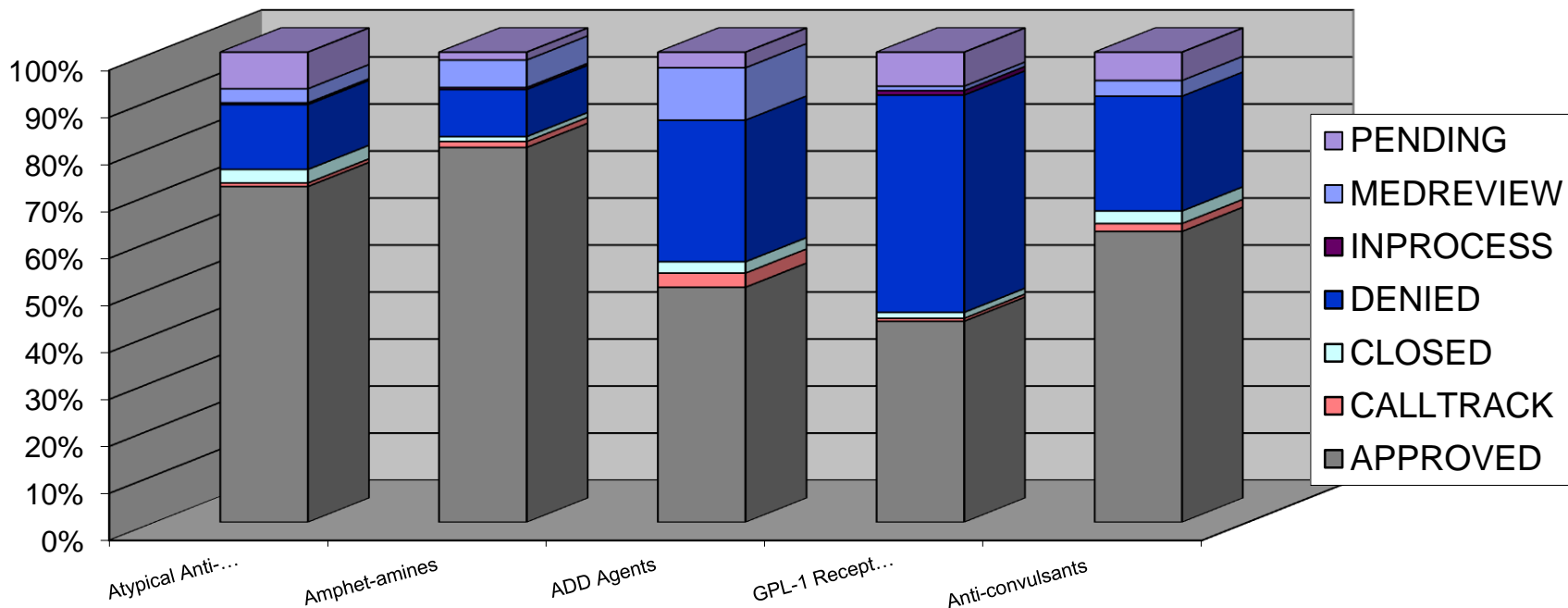
November 2018 PA Stats

	Atypical Anti-Psychotics	Amphetamines	ADD Agents Methylphenidates	Anti-Convulsants	GLP-1 Receptor Agonists
APPROVED	69.94%	77.09%	56.14%	56.90%	39.66%
CALLTRACK	0.75%	2.33%	4.44%	0.85%	0.00%
CLOSED	2.73%	2.14%	1.83%	2.25%	0.29%
DENIED	14.53%	10.49%	24.80%	31.83%	44.25%
INPROCESS	0.75%	0.00%	0.26%	0.85%	0.29%
MEDREVIEW	2.73%	4.47%	10.18%	1.13%	1.72%
PENDING	8.45%	3.50%	2.35%	5.92%	13.51%
Totals	805	515	383	355	348



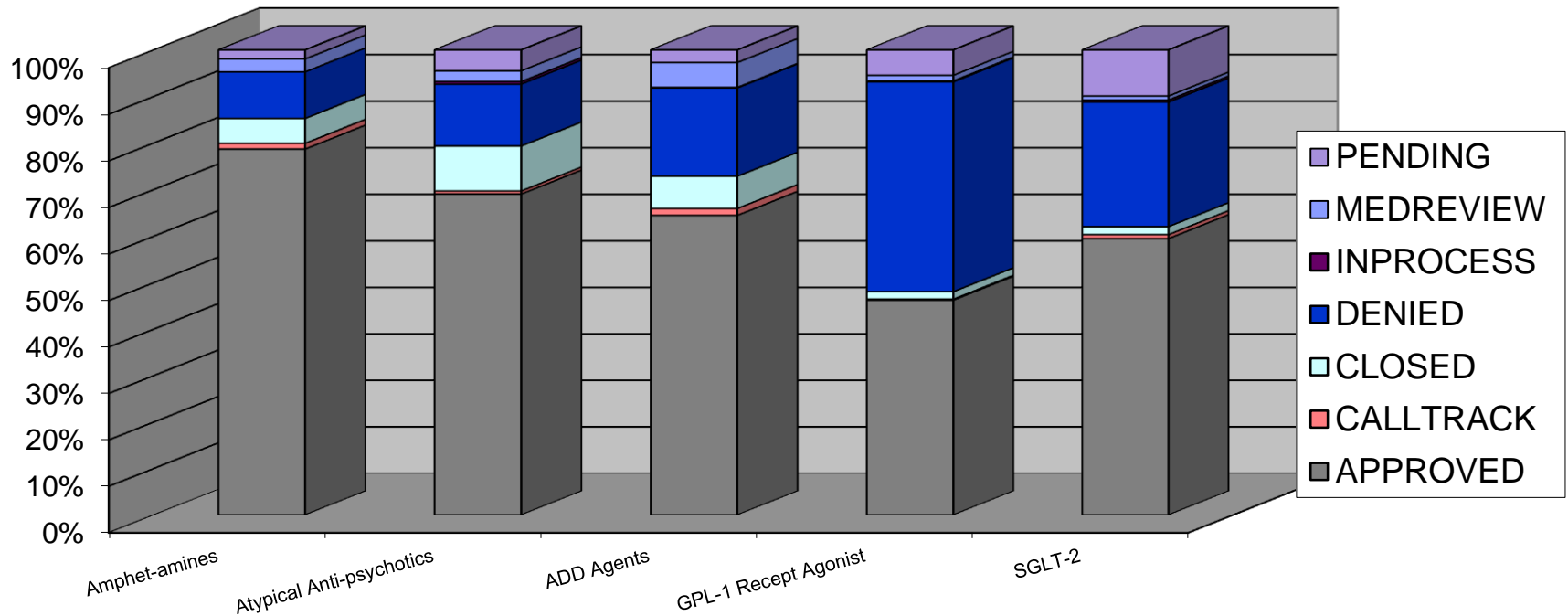
December 2018 PA Stats

	Atypical Anti-Psychotics	Amphetamines	ADD Agents Methylphenidates	GLP-1 Receptor Agonists	Anti-Convulsants
APPROVED	71.34%	79.75%	49.70%	42.77%	61.87%
CALLTRACK	0.75%	1.25%	2.99%	0.63%	1.67%
CLOSED	2.88%	1.04%	2.40%	1.26%	2.68%
DENIED	13.77%	10.02%	29.94%	46.23%	24.41%
INPROCESS	0.38%	0.42%	0.00%	0.94%	0.00%
MEDREVIEW	3.00%	5.85%	11.08%	0.94%	3.34%
PENDING	7.76%	1.67%	3.29%	7.23%	6.02%
Totals	799	479	334	318	299



January 2019 PA Stats

	Amphetamines	Atypical Anti-Psychotics	ADD Agents Methylphenidates	GLP-1 Receptor Agonists	SGLT-2 Inhibitors
APPROVED	78.62%	68.89%	64.25%	46.17%	58.97%
CALLTRACK	1.23%	0.66%	1.47%	0.20%	0.85%
CLOSED	5.34%	9.64%	6.90%	1.61%	1.71%
DENIED	9.97%	13.25%	18.89%	44.96%	26.50%
INPROCESS	0.00%	0.55%	0.11%	0.20%	0.43%
MEDREVIEW	2.77%	2.30%	5.32%	1.21%	0.85%
PENDING	1.95%	4.49%	2.71%	5.44%	9.83%
Totals	973	913	884	496	234



Phone Call Request Turnaround

November 2018

	Calls Handled	Average Speed of Answer	Average Queue Time	Average Handle Time
Medicaid PA Line	6721	0:43 sec	0:48 sec	2:49 min
DXC HelpDesk DUR Line	7561	1:07 min	1:11 min	2:10 min

January 2019

	Calls Handled	Average Speed of Answer	Average Queue Time	Average Handle Time
Medicaid PA Line	8149	0:28 sec	0:30 sec	2:43 min
DXC HelpDesk DUR Line	8095	0:57 sec	0:58 sec	2:14 min

Issues

■ Any Questions?