Rational Drug Therapy Program

WVBMS Drug Utilization Board

May 22, 2019

Presented by Angela Wowczuk, PharmD. AAHIVE

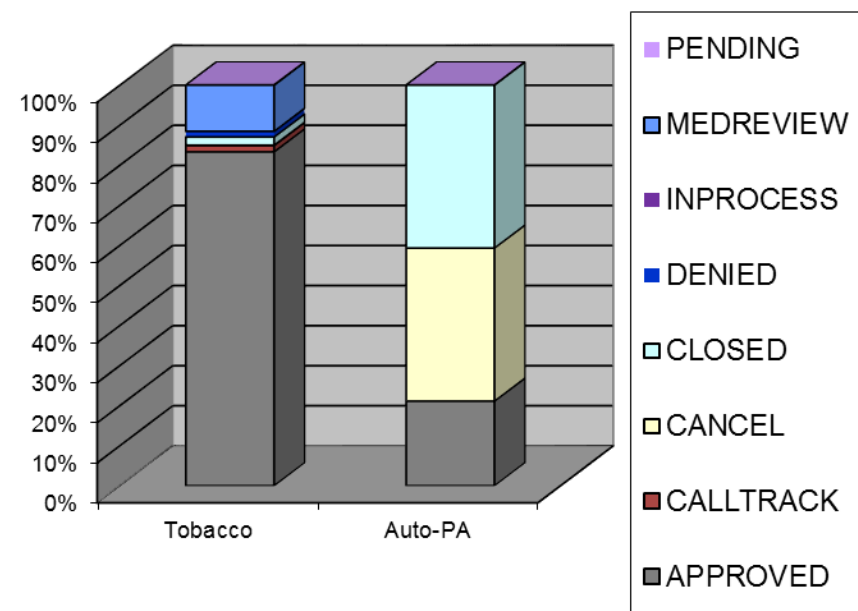## West Virginia University School of Pharmacy

February 2019 Program Summary

| Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,396	74.10%	4,449	53.37%	9,845	63.04%
DENIED	929	12.76%	2,396	28.74%	3,325	21.29%
PENDING	378	5.19%	518	6.21%	896	5.74%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	7,282	46.62% Of EO/PA total	8,336	53.37% Of EO/PA total	15,618	95.19%
# Member ID# s	6,910	1.05	8,108	1.03	14,831	1.05
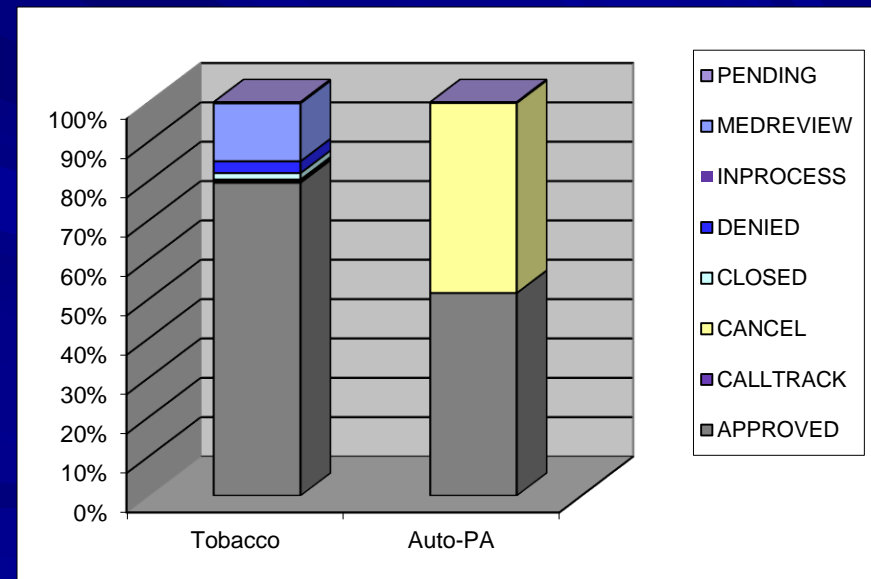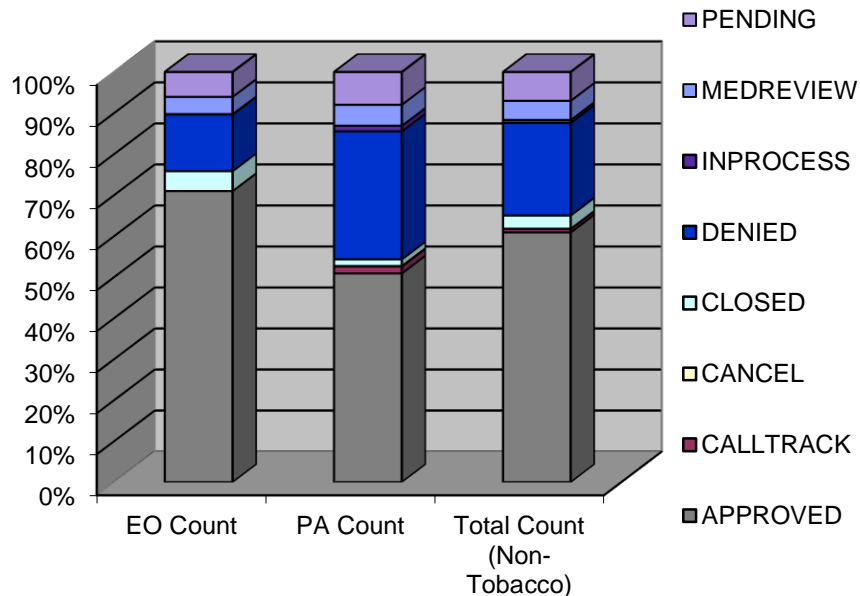
March 2019 Program Summary

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,354	74.97%	4,374	52.64%	10,728	63.91%
DENIED	1,069	12.61%	2,559	30.79%	3,628	21.61%
PENDING	388	4.58%	428	5.15%	816	4.86%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	8,475	50.49% Of EO/PA total	8,310	49.50% Of EO/PA total	16,785 EO/PA total	94.94%
# Member ID# s	8,068	1.05	8,074	1.03	13,571	1.24
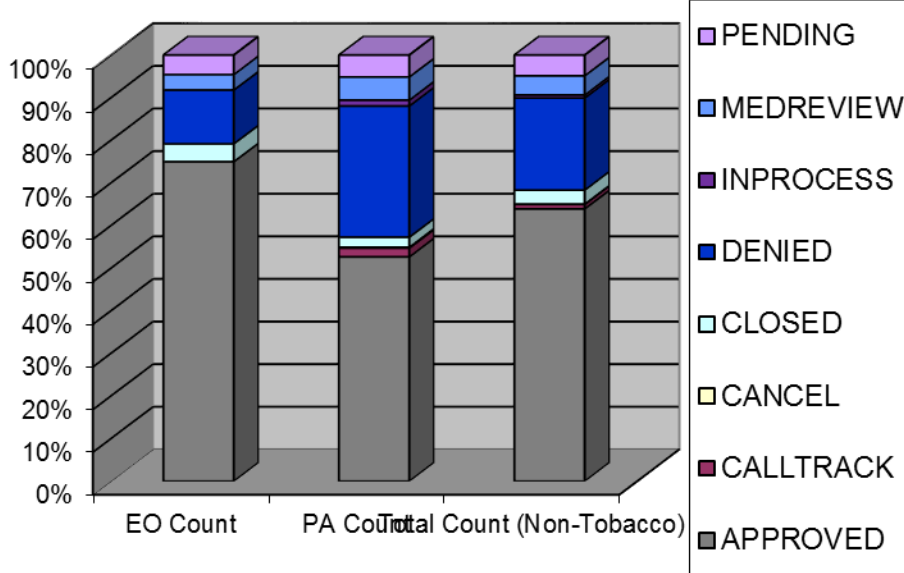
April 2019 Program Summary

| Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,470	75.46%	4,304	51.66%	10,774	63.73%
DENIED	1,089	12.70%	2,617	31.41%	3,706	21.92%
PENDING	353	4.12%	500	6.00%	853	5.05%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	8,574	50.71% Of EO/PA total	8,331	49.29% Of EO/PA total	16,905 EO/PA total	95.15%
# Member ID# s	8,119	1.06	8,089	1.03	16,051	1.05
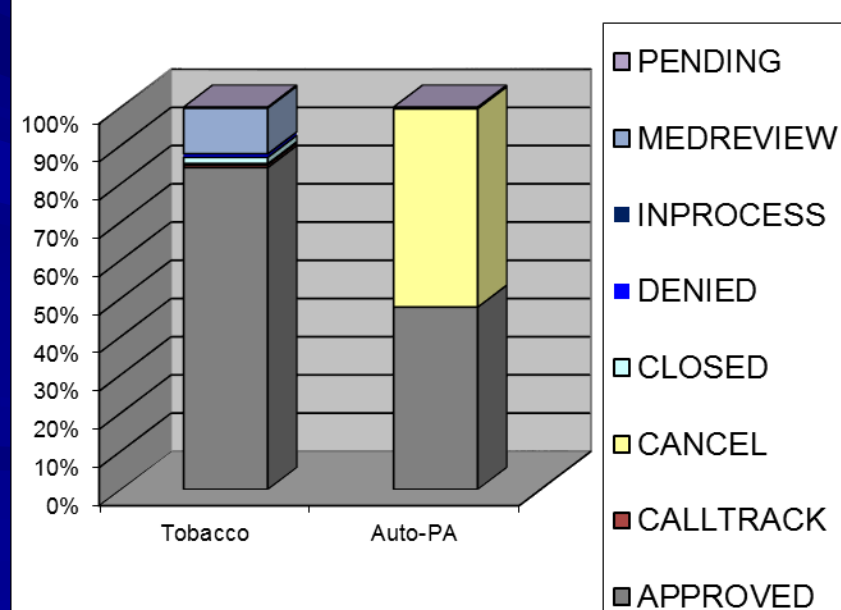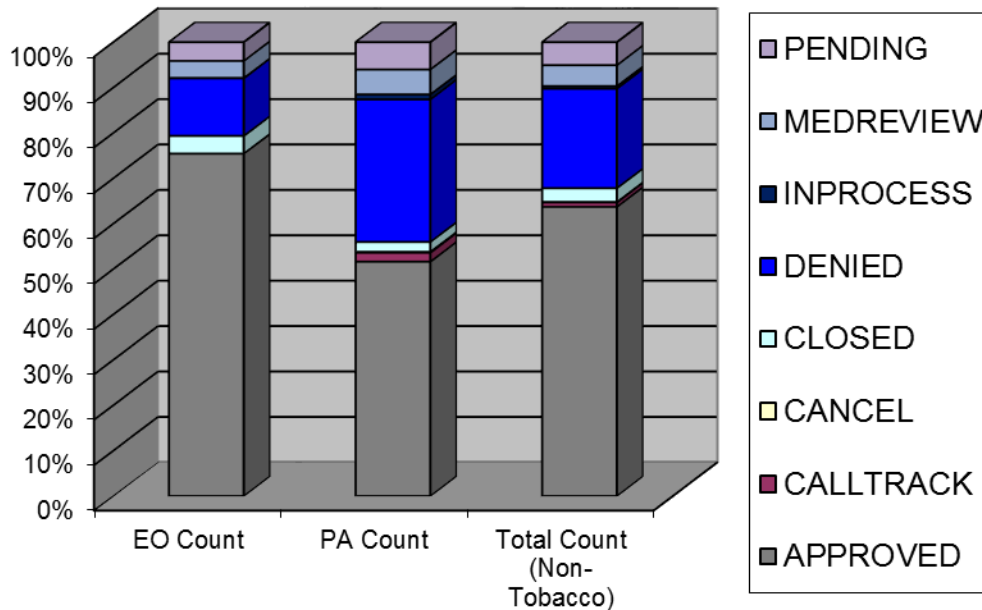
February 2019 Edit Overrides (EO)

EO Status	7069 Ther.Dup	7073 Early Refill	7511 MME Exceeded	7026 Disp > Exceeds Max	7155 Max Rx Days
APPROVED	81.64%	74.98%	67.34%	65.69%	90.06%
DENIED	9.60%	11.64%	2.01%	23.91%	4.97%
PENDING	4.80%	3.55%	10.89%	4.93%	2.87%
TOTAL EO's (including Closed, Inprocess, Medreview status)	2,958	1,211	597	548	523
% of TOTAL EO COUNT	40.62%	16.63%	8.20%	7.53%	7.18%
MED HIT MOST OFTEN	Class: SSRI Med: venlafaxine	buprenorphine/ naloxone	oxycodone/APAP	duloxetine	valacyclovir

Edit Override Summary Chart
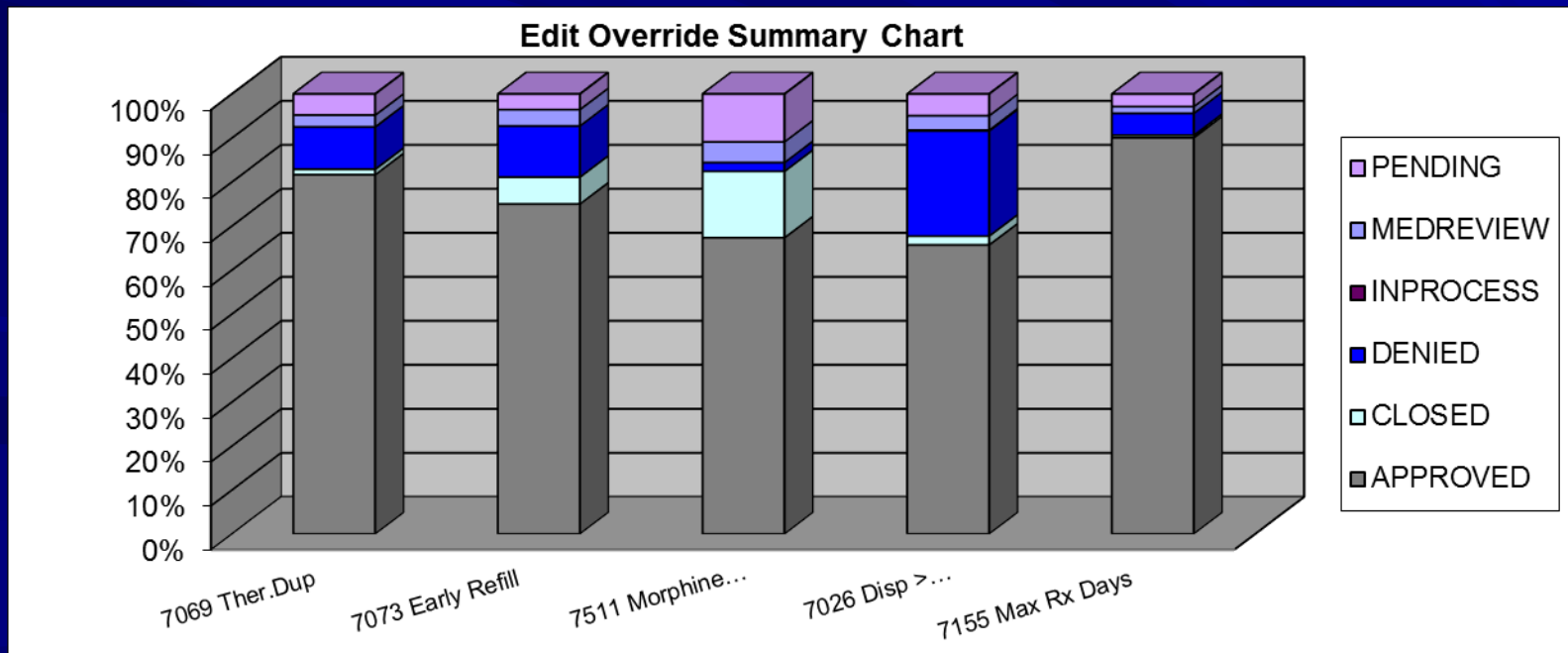
March 2019 Edit Overrides (EO)

| EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7511 MME Exceeded	7155 Max Rx Days
APPROVED	80.88%	77.09%	66.42%	62.52%	90.00%
DENIED	10.29%	11.81%	24.25%	1.96%	4.51%
PENDING	4.67%	2.05%	5.12%	10.31%	3.73%
Total EO's (including Closed, Inprocess, Medreview status)	3,808	1,414	664	611	510
% of TOTAL EO COUNT	44.93%	16.68%	7.83%	7.21%	6.02%
MED HIT MOST OFTEN	Class: Thyroid Med: levothyroxine	buprenorphine /naloxone	duloxetine	oxycodone/APAP	fluticasone NS

Edit Override Summary Chart
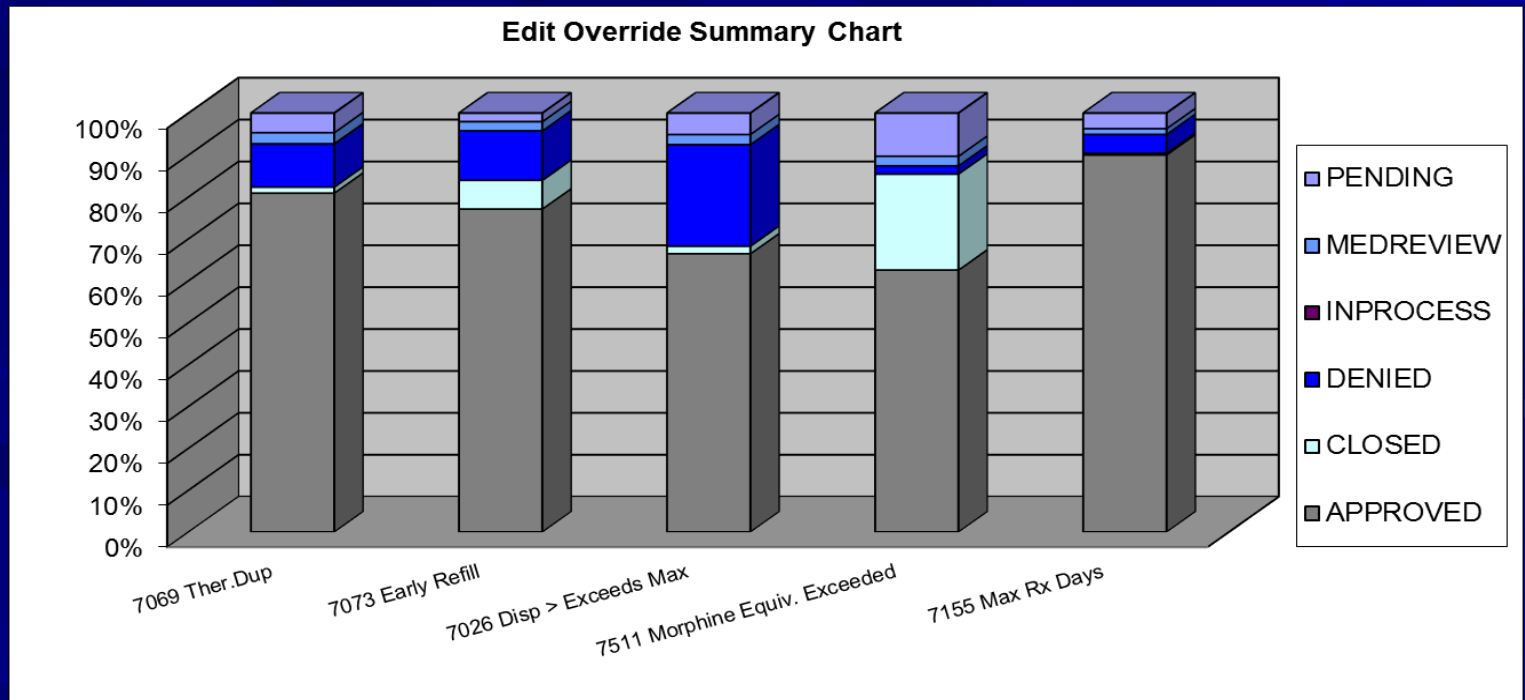
April 2019 Edit Overrides (EO)

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7511 MME Exceeded	7155 Max Rx Days
APPROVED	81.06%	76.79%	71.69%	62.07%	91.56%
DENIED	10.31%	11.72%	21.91%	2.30%	3.77%
PENDING	4.67%	2.14%	2.70%	9.03%	2.69%
Total EO's (including Closed, Inprocess, Medreview status)	3,901	1,357	703	609	557
% of TOTAL EO COUNT	45.50%	15.83%	8.20%	7.10%	6.50%
MED HIT MOST OFTEN	Class: SSRI Med: fluoxetine	buprenorphine/ naloxone	duloxetine	oxycodone/APAP	fluticasone NS

Edit Override Summary Chart
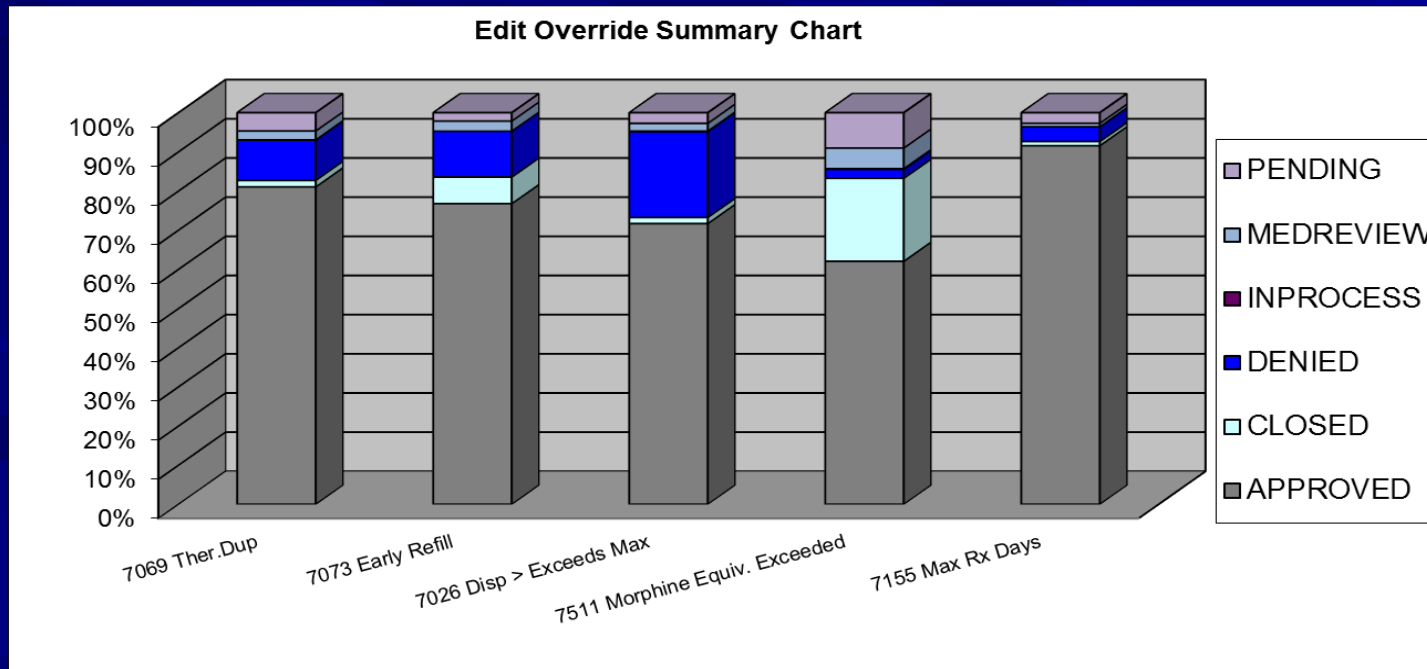
February 2019 PA Stats

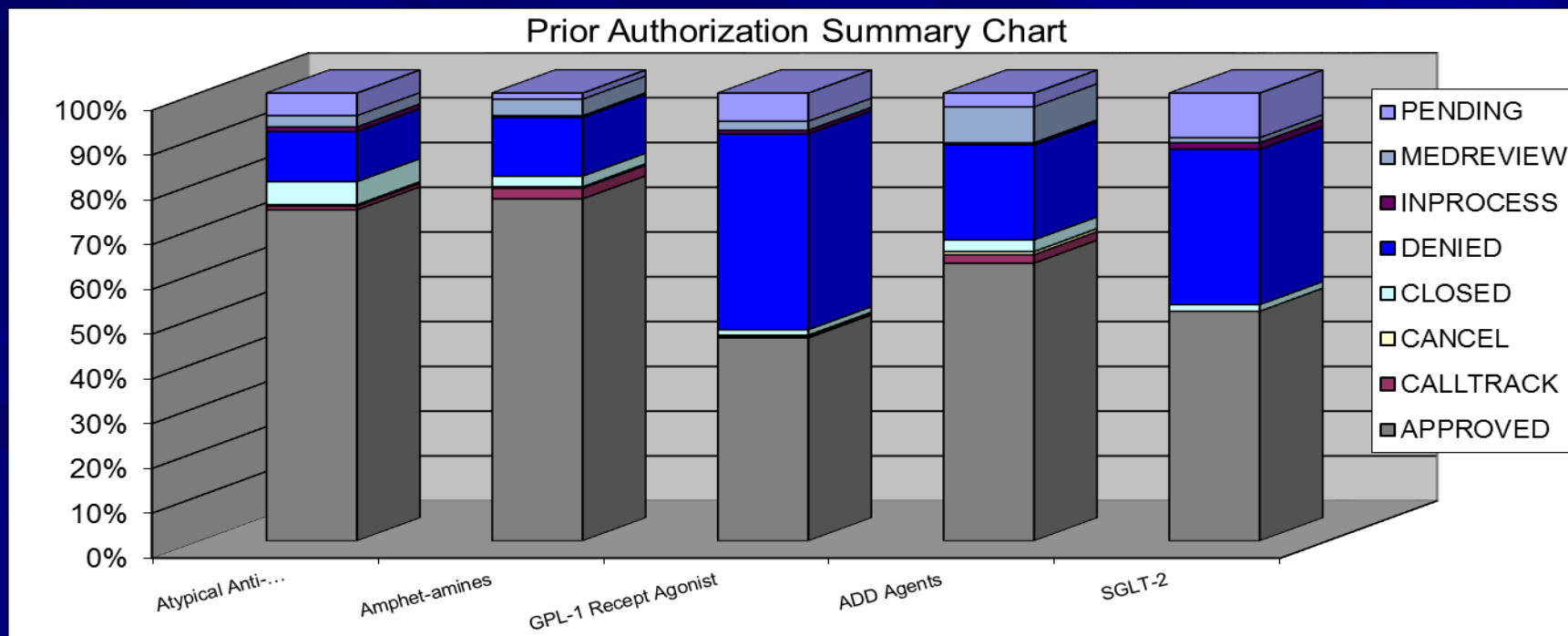|	Atypical Anti-Psychotics	Amphetamines	ADD Agents Methylphenidates	GLP-1 Receptor Agonists	SGLT-2
APPROVED	75.13%	74.23%	63.44%	38.97%	56.54%
DENIED	11.71%	14.04%	22.03%	45.54%	31.41%
PENDING	6.22%	3.55%	2.20%	12.44%	10.47%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	965	648	454	426	191

Total PA's done in February: 8,336

Prior Authorization Summary Chart
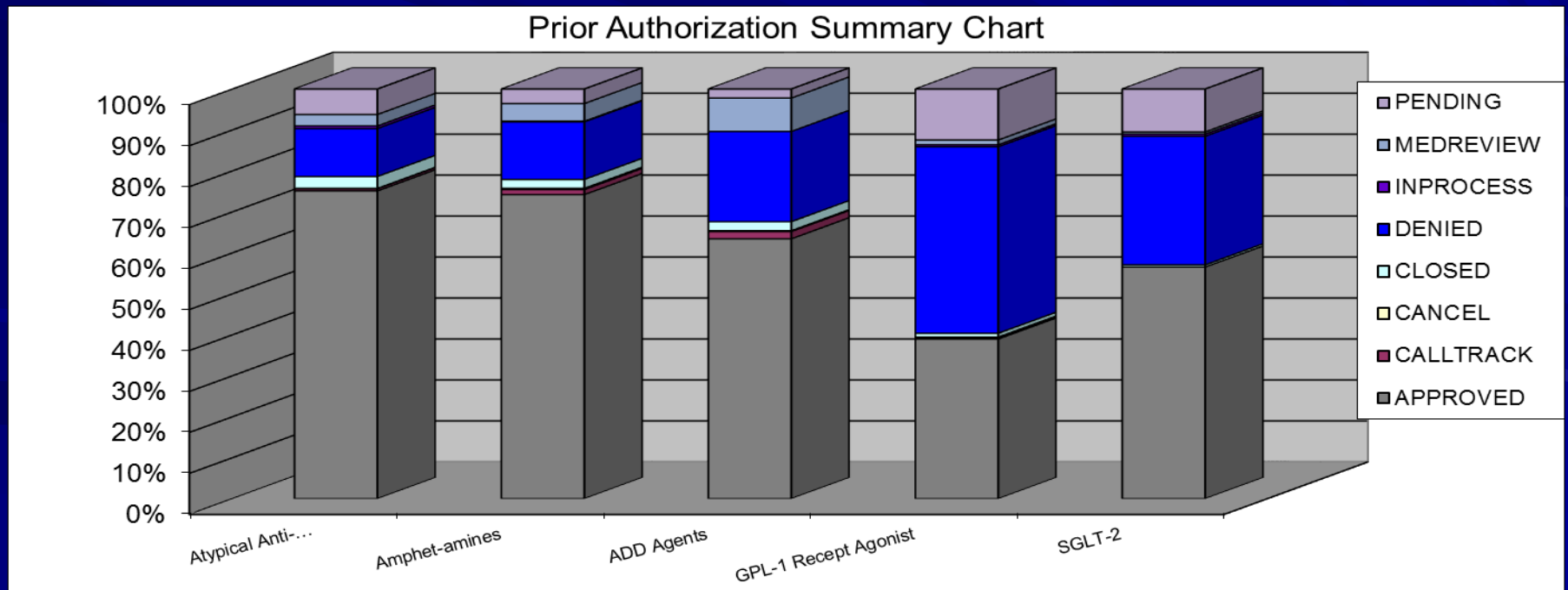
March 2019 PA Stats

|	Atypical Anti-Psychotics	Amphetamines	GLP-1 Receptor Agonists	ADD Agents Methylphenidates	SGLT-2
APPROVED	73.94%	76.39%	45.34%	62.03%	51.29%
DENIED	11.20%	13.15%	43.72%	21.23%	34.69%
PENDING	5.03%	1.35%	6.28%	3.07%	9.96%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	875	593	494	424	271

Total PA's done in March: 8,310

Prior Authorization Summary Chart

April 2019 PA Stats

	Atypical Anti-Psychotics	GLP-1 Receptor Agonists	ADD Agents Methylphenidates	SGLT-2	Unclassified Drugs
APPROVED	70.05%	41.72%	55.96%	44.05%	65.63%
DENIED	14.43%	46.24%	23.55%	39.21%	0%
PENDING	6.78%	9.46%	4.71%	13.66%	2.08%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	915	465	361	227	192

Total PA's done in April: 8,331

Prior Authorization Summary Chart
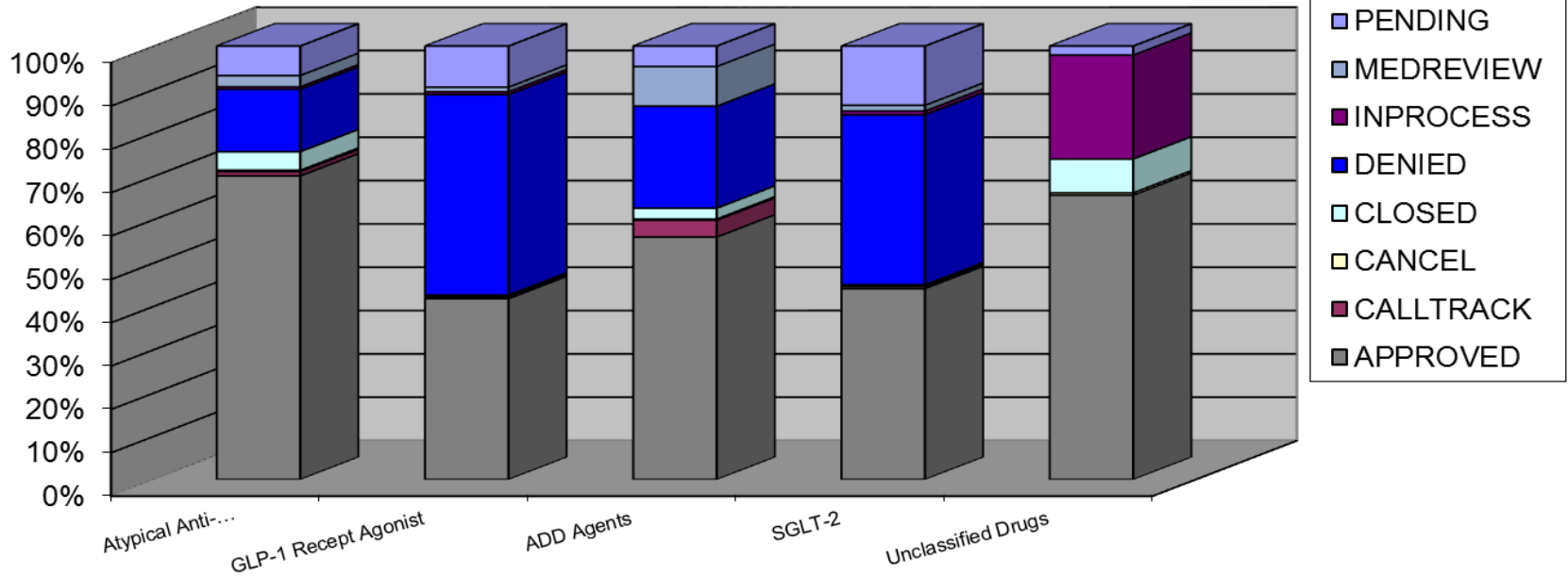
Phone Call Request Turnaround

February 2019

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,443	0:44 sec	0:44 sec	2:42 min
DXC HelpDesk DUR Line	7,654	1:04 min	1:04 min	2:09 min

March 2019

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,387	0:24 sec	0:27 sec	2:43 min
DXC HelpDesk DUR Line	8,756	1:03 min	1:04 min	2:07 min

April 2019

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,199	0:29 sec	0:30 sec	2:46 min
DXC HelpDesk DUR Line	8,485	0:59 sec	1:01 min	2:08 min

Metrics

- Provider PA and clinical edit override requests are responded to within twenty-four hours of receipt.

- Requests are either Approved or Denied with three or fewer correspondences required (includes phone and fax correspondence): 97%, 96.9%, and 96.5% for the months of February, March, and April respectively.

- Only <u>one</u> correspondence was required for an Approval or Denial for Edit Override requests 85% of the time February-April 2019.

Issues

- Any Questions?