

# RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

November 18, 2020

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# RDTP UPDATES

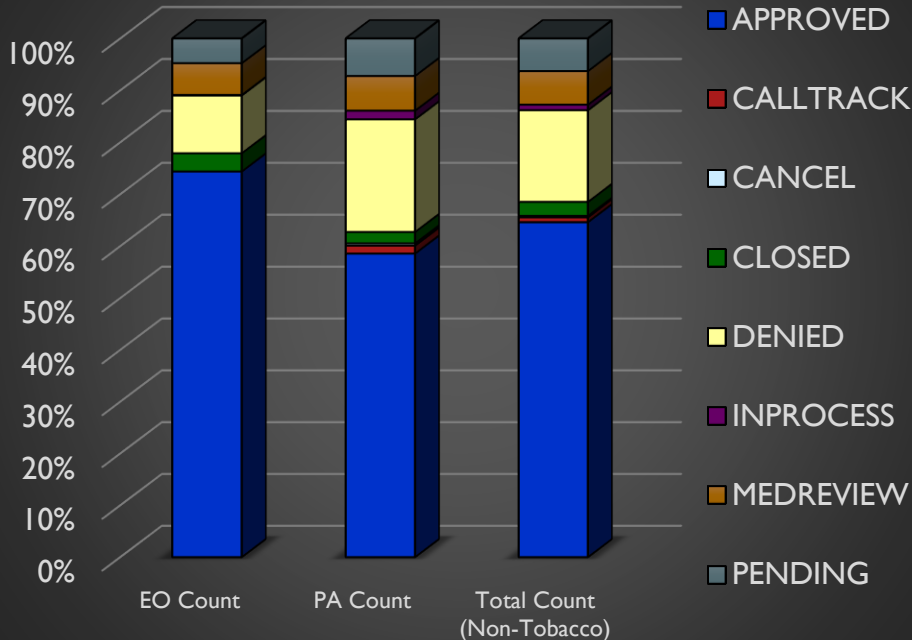
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- ❖ Staffing changes
- ❖ Transition to new fax system

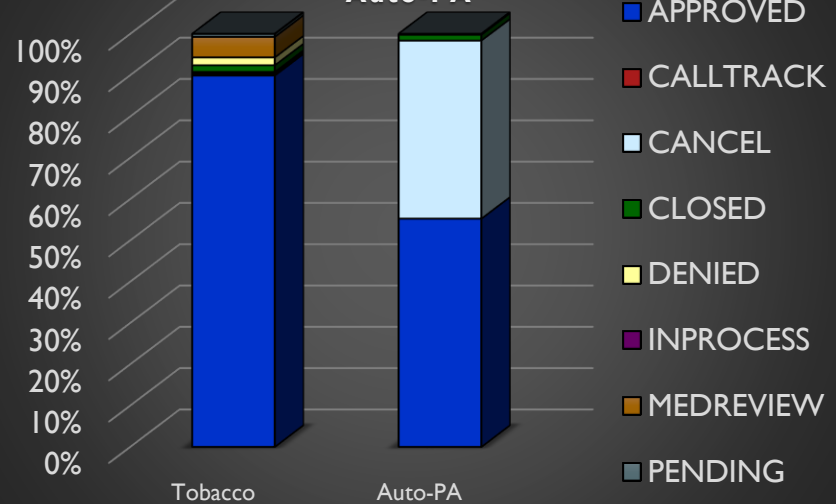
# SEPTEMBER 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
<b>APPROVED</b>	4,186	74.38%	5,328	58.58%	9,514	64.62%
<b>DENIED</b>	626	11.12%	1,973	21.69%	2,599	17.65%
<b>PENDING</b>	268	4.76%	657	7.22%	925	6.28%
<b>Total Program Reviews</b> <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	5,628	36.53% Of EO/PA total	9,096	59.03% Of EO/PA total	14,724	95.56%
<b># Member ID# s</b>	4,602	1.22	7,440	1.22	12,042	1.22

Percentages for Non-Tobacco by Status and Type



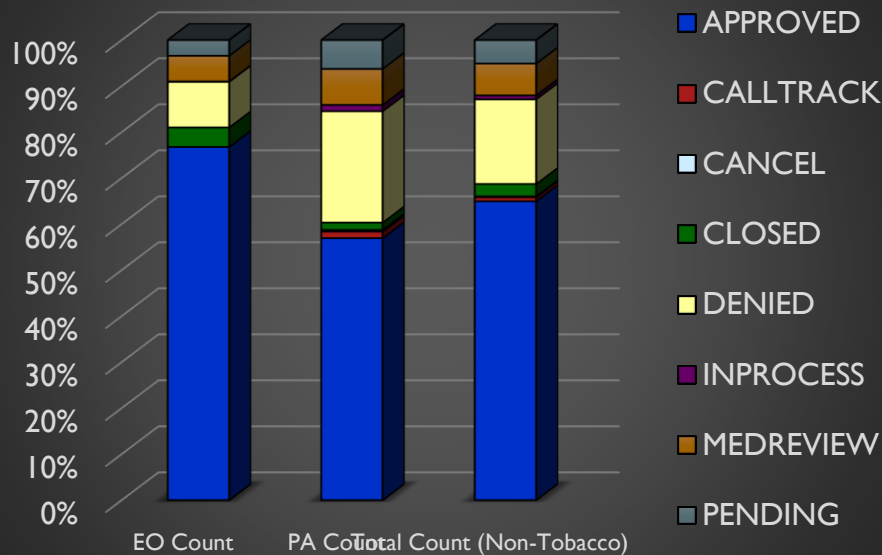
Percentages by Status for Tobacco and Auto-PA



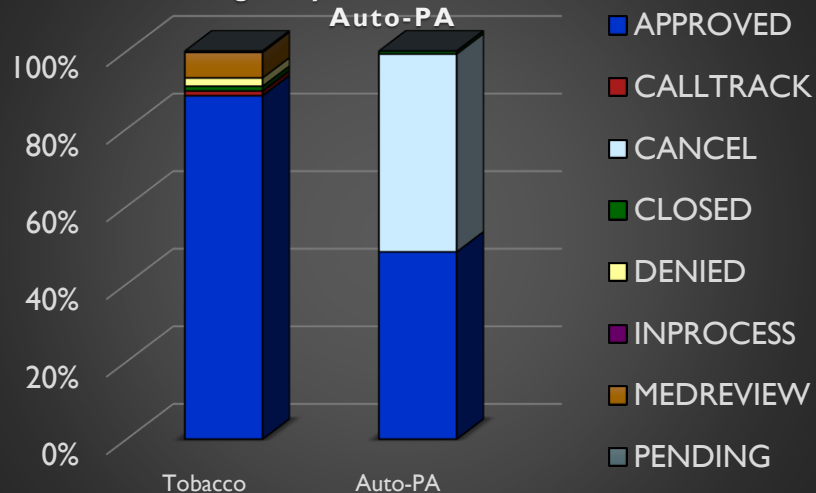
# OCTOBER 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
<b>APPROVED</b>	4,940	76.77%	5,382	56.94%	10,322	64.97%
<b>DENIED</b>	638	9.91%	2,287	24.20%	2,925	18.41%
<b>PENDING</b>	219	3.40%	592	6.26%	811	5.10%
<b>Total Program Reviews</b> <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	6,435	38.91% Of EO/PA total	9,452	57.15% Of EO/PA total	15,887	96.05%
<b># Member ID# s</b>	5,156	1.25	7,765	1.22	12,921	1.23

Percentages for Non-Tobacco by Status and Type



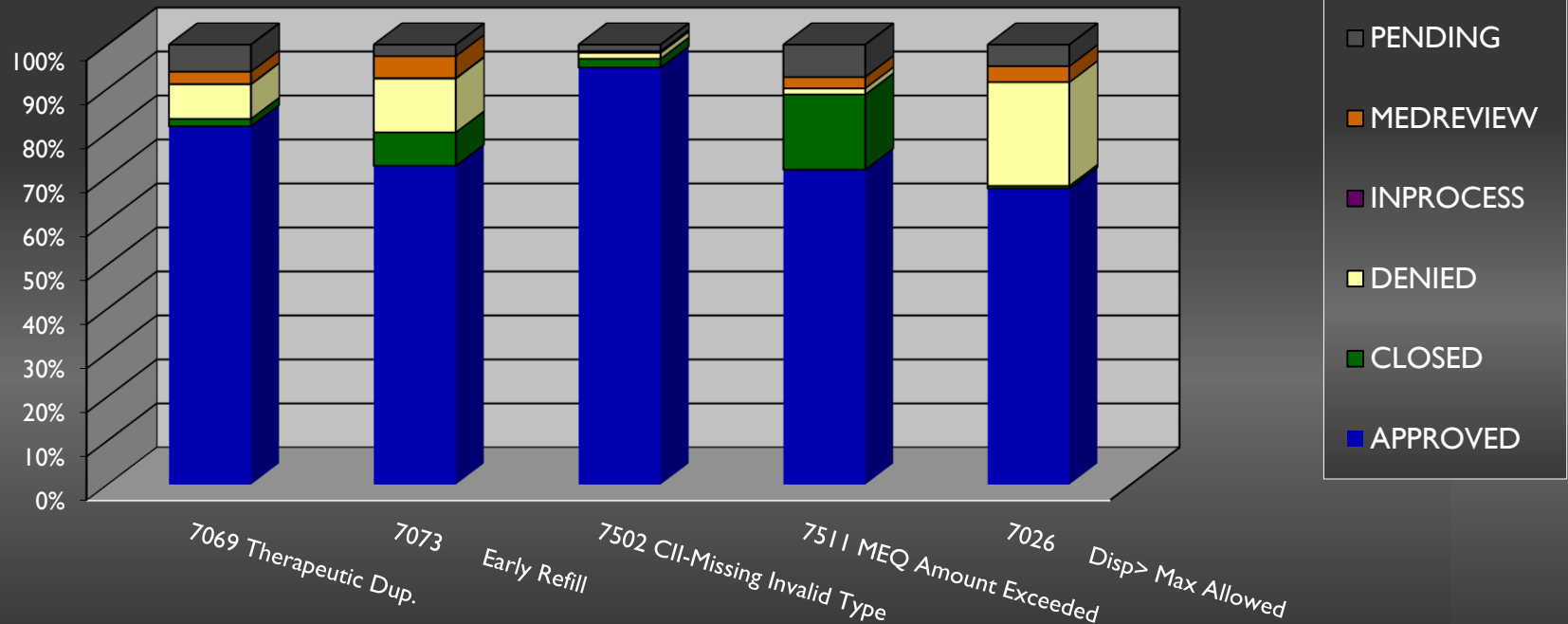
Percentages by Status for Tobacco and Auto-PA



# SEPTEMBER 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CI-Missing Invalid Type	7511 MME Exceeded	7026 Disp>Exceeds Max
<b>APPROVED</b>	81.43%	93.32%	69.11%	70.20%	81.11%
<b>DENIED</b>	7.84%	1.91%	19.67%	21.44%	0.48%
<b>PENDING</b>	6.14%	2.45%	2.28%	4.51%	2.42%
<b>Total EO's</b> <small>(including, Closed, Inprocess, and Medreview status)</small>	1,939	734	615	443	413
<b>% of TOTAL EO COUNT</b>	33.77%	15.54%	13.02%	9.38%	8.74%

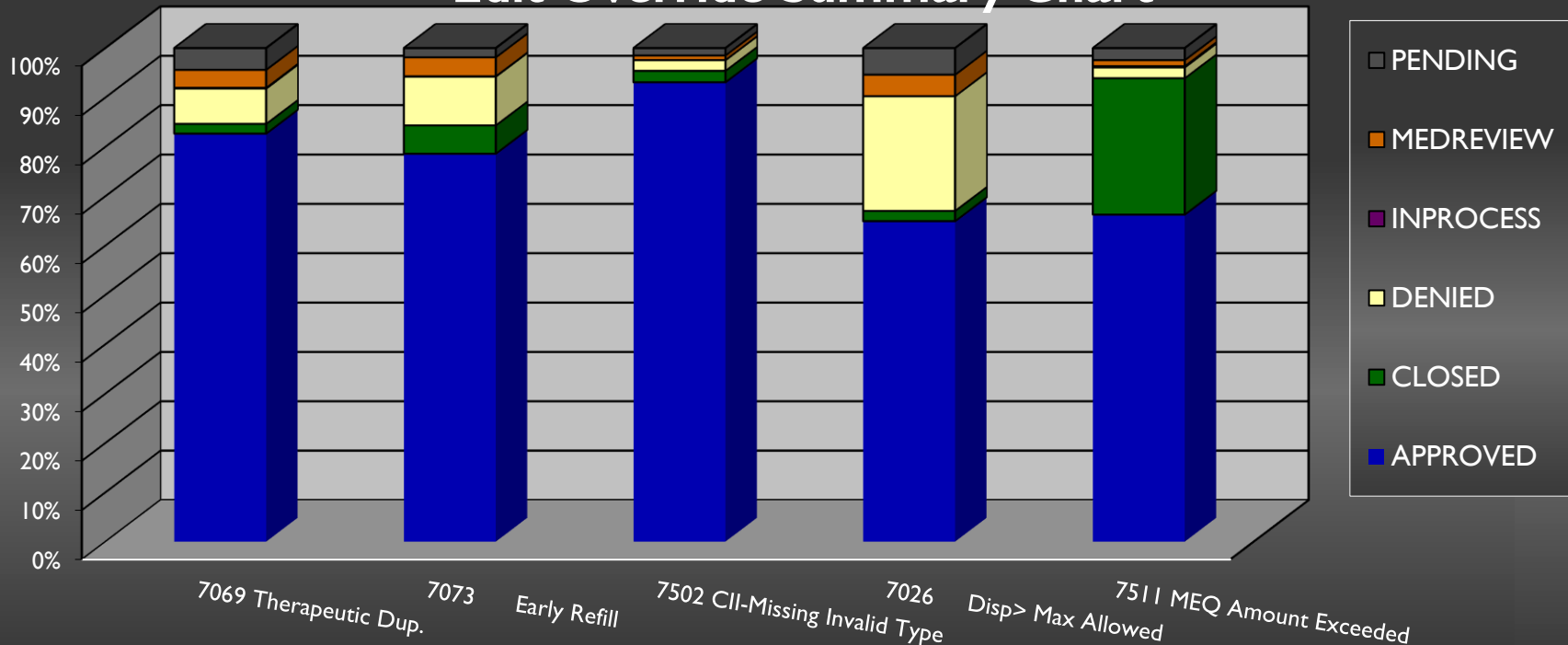
## Edit Override Summary Chart



# OCTOBER 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7026 Disp > Exceeds Max	7511 MME Exceeded
<b>APPROVED</b>	81.77%	70.85%	92.72%	70.52%	68.74%
<b>DENIED</b>	7.77%	12.82%	1.19%	0.93%	22.36%
<b>PENDING</b>	6.18%	4.08%	2.53%	2.80%	3.93%
<b>Total EO's</b> <small>(including, Closed, Inprocess, and Medreview status)</small>	1,892	710	673	536	483
<b>% of TOTAL EO COUNT</b>	36.14%	13.56%	12.86%	10.24%	9.23%

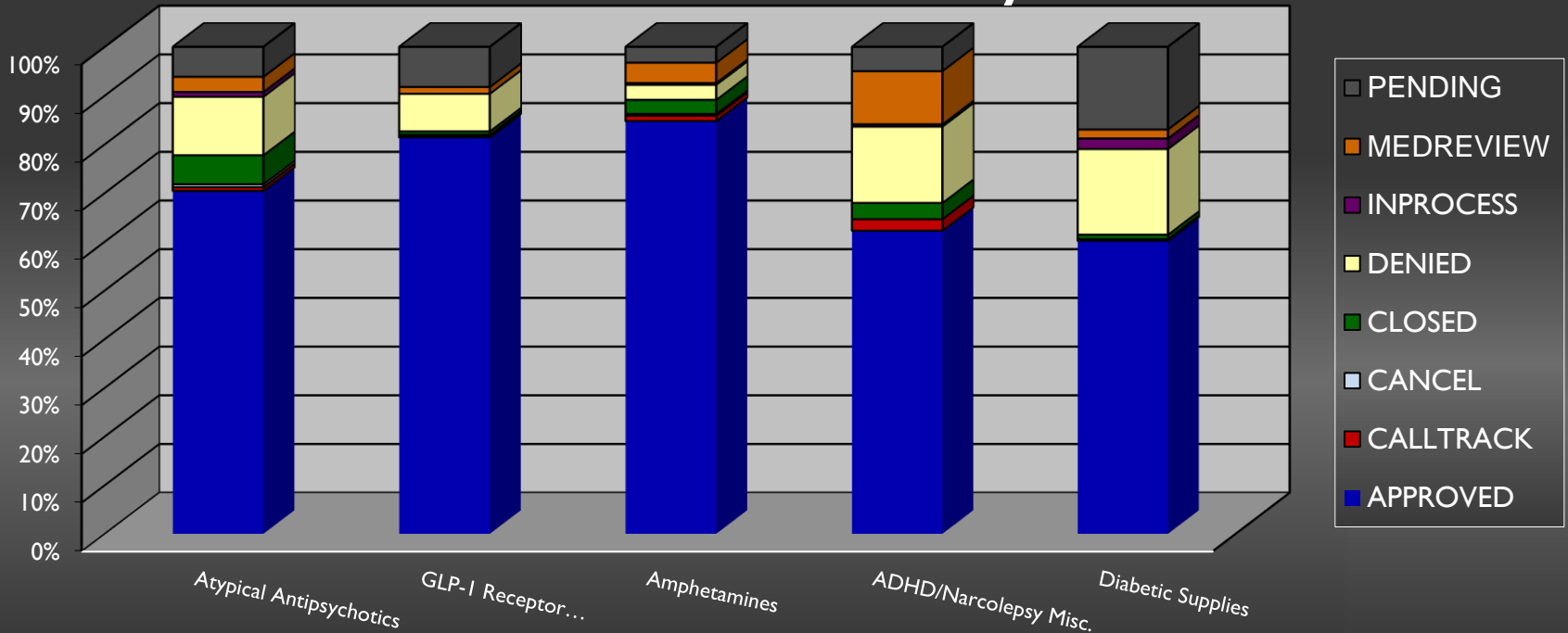
## Edit Override Summary Chart



# SEPTEMBER 2020 PA STATS

EO Status	Atypical Antipsychotics	GLP-1 Receptor Agonists	Amphetamines	ADD Agents Methylphenidates	Diabetic Supplies
<b>APPROVED</b>	70.41%	81.40%	84.75%	62.23%	60.19%
<b>DENIED</b>	12.01%	7.72%	3.09%	15.68%	17.59%
<b>PENDING</b>	6.15%	8.25%	3.27%	4.99%	16.98%
<b>Totals</b> (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,024	570	551	421	324
<b>PENDING</b>	aripiprazole 10mg	semaglutide 0.25 or 0.5mg	dextroamphetamine /amphetamine 20mg	methylphenidate 36mg	Dexcom

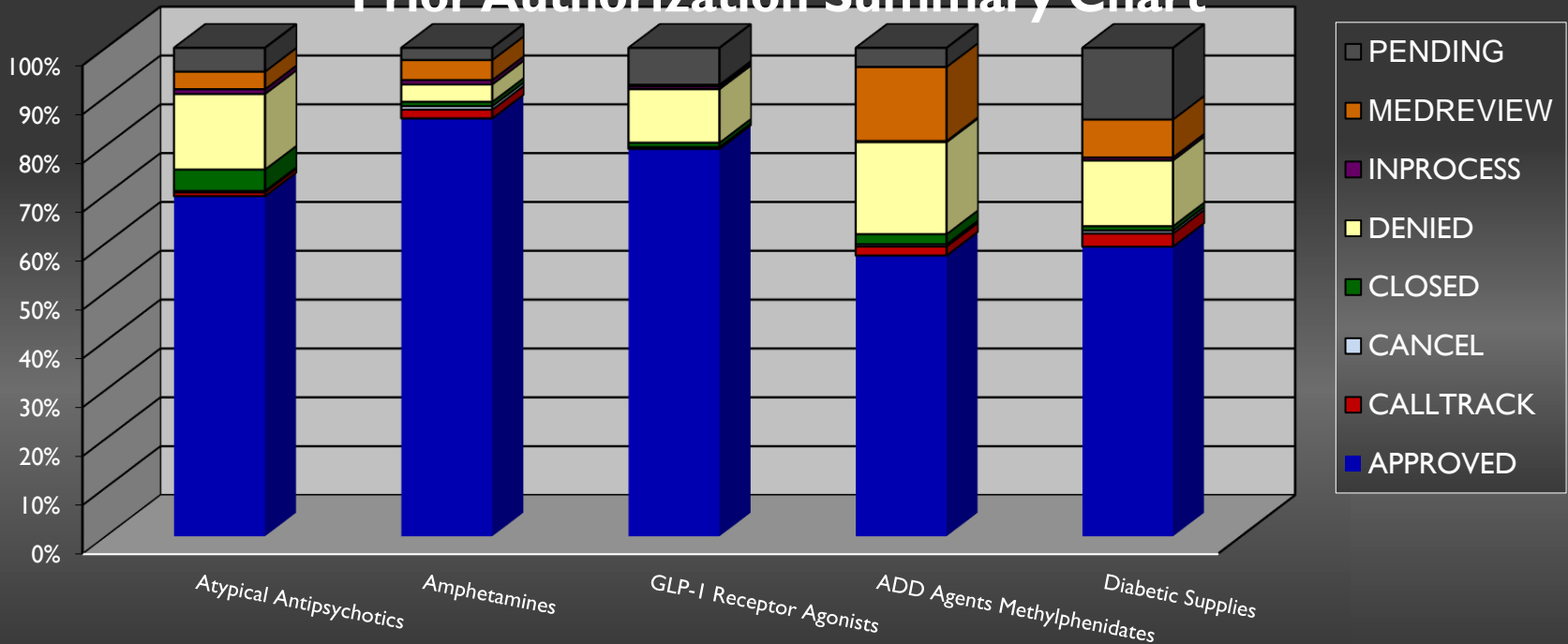
## Prior Authorization Summary Chart



# OCTOBER 2020 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-1 Receptor Agonists	ADD Agents Methylphenidates	Diabetic Supplies
<b>APPROVED</b>	69.62%	85.56%	79.32%	57.47%	59.28%
<b>DENIED</b>	15.48%	3.57%	10.97%	18.85%	13.47%
<b>PENDING</b>	4.87%	2.50%	7.55%	3.91%	14.67%
<b>Totals</b> (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,027	561	556	435	334
<b>PENDING</b>	aripiprazole 5mg	dextroamphetamine /amphetamine 20mg	semaglutide 0.25 or 0.5mg	methylphenidate 36mg	Dexcom

## Prior Authorization Summary Chart





# PHONE CALL REQUEST TURNAROUND

## September 2020

	<b>Calls Handled</b>	<b>Avg Speed of Answer</b>	<b>Avg Queue Time</b>	<b>Avg Handle Time</b>
<b>Medicaid PA Line</b>	6,729	0:41 sec	0:42 sec	3:08 min
<b>DXC HelpDesk DUR Line</b>	6,020	0:41 sec	0:43 sec	2:15 min

## October 2020

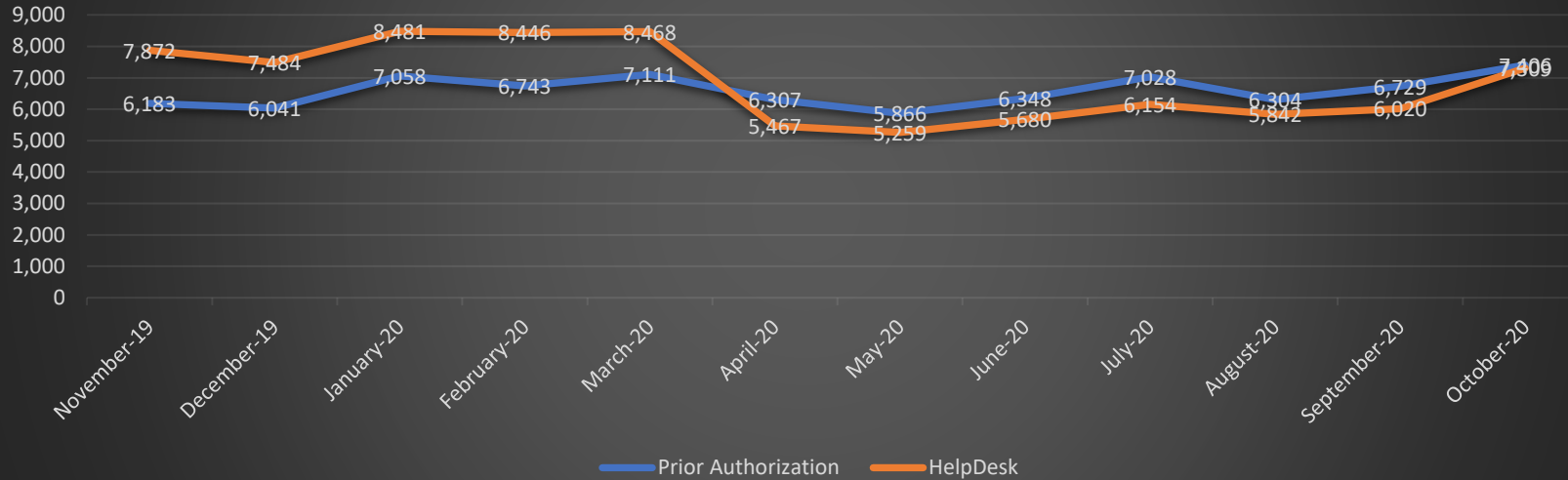
	<b>Calls Handled</b>	<b>Avg Speed of Answer</b>	<b>Avg Queue Time</b>	<b>Avg Handle Time</b>
<b>Medicaid PA Line</b>	7,406	0:34 sec	0:35 sec	3:02 min
<b>DXC HelpDesk DUR Line</b>	7,309	0:39 sec	0:40 sec	2:18 min

# NUMBER OF CONTACTS

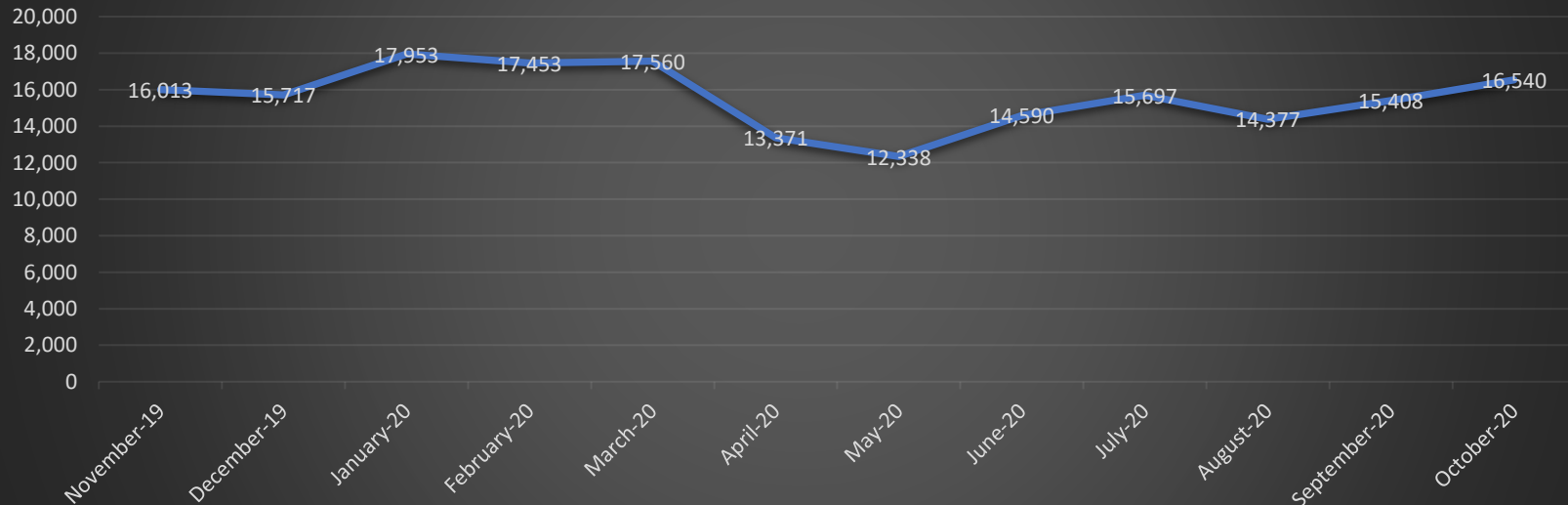
	September 2020	October 2020
<b>Less Than or Equal to 3 Notes Per Created EO-PA</b>	95.44%	95.19 %



## Calls Presented November 2019-October 2020



## RDTP Manually Entered EO + PA's



# THANK YOU

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❖ Any Questions?