

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

February 19, 2020

Presented by Angela Wowczuk

Doctor of Pharmacy, BCPS, AAHIVE

West Virginia University School of Pharmacy



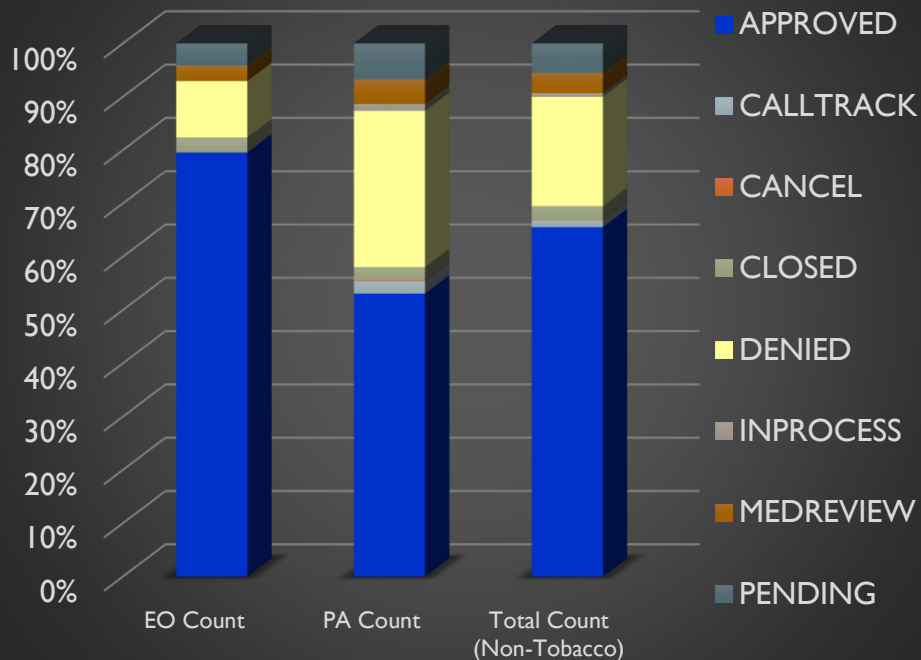
RDTP UPDATES

- ❖ Pharmacy Technician Interviews
- ❖ Administrative Assistant Interviews
- ❖ Upcoming transition to new fax system
- ❖ Hepatitis C Application

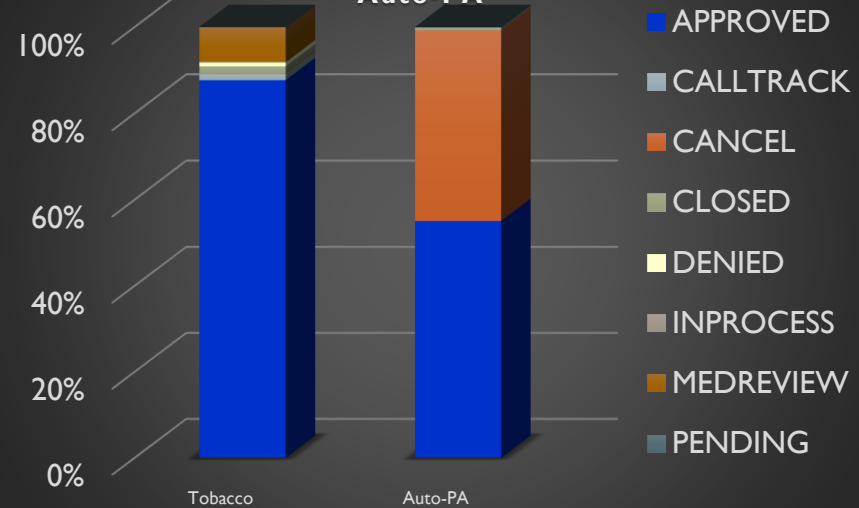
NOVEMBER 2019 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,697	79.54%	4,270	53.06%	9,967	65.53%
DENIED	755	10.54%	2,360	29.33%	3,115	20.48%
PENDING	294	4.10%	543	6.75%	837	5.50%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,162	44.73% Of EO/PA total	8,047	50.25% Of EO/PA total	15,209	94.98%
# Member ID# s	5,778	1.24	6,646	1.21	12,424	1.22

Percentages for Non-Tobacco by Status and Type



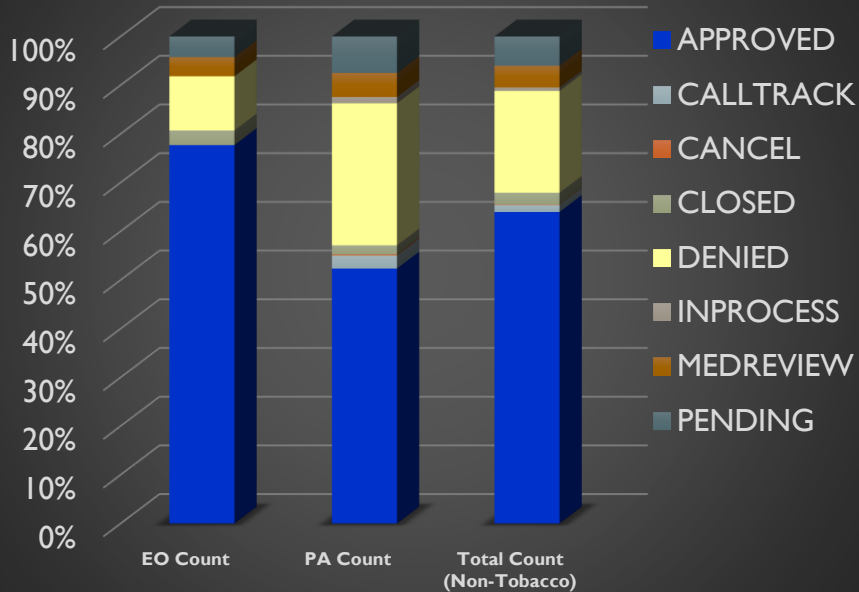
Percentages by Status for Tobacco and Auto-PA



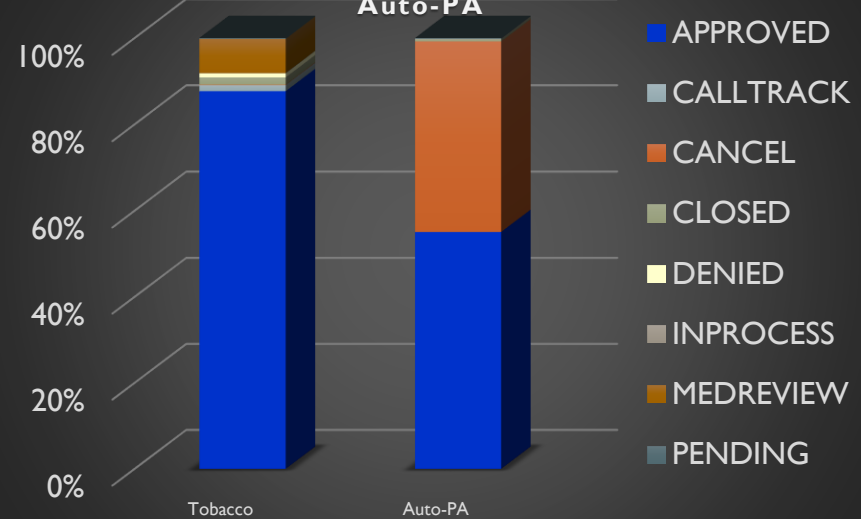
DECEMBER 2019 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,158	77.05%	4,191	54.39%	9,349	64.93%
DENIED	774	11.56%	2,192	28.45%	2,966	20.60%
PENDING	343	5.12%	553	7.18%	896	6.22%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	6,694	44.12% Of EO/PA total	7,705	50.79% Of EO/PA total	14,399	94.91%
# Member ID# s	5,431	1.23	6,393	1.21	11,824	1.22

Percentages for Non-Tobacco by Status and Type



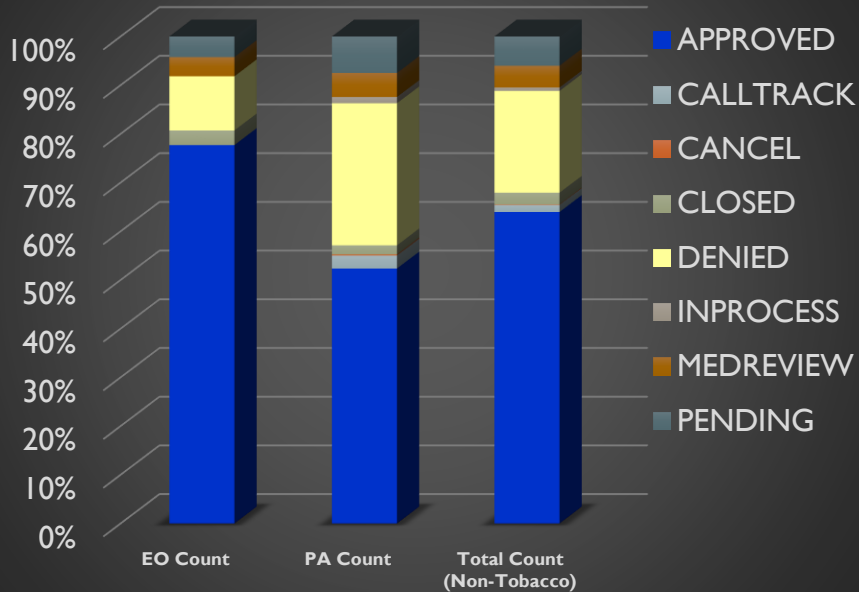
Percentages by Status for Tobacco and Auto-PA



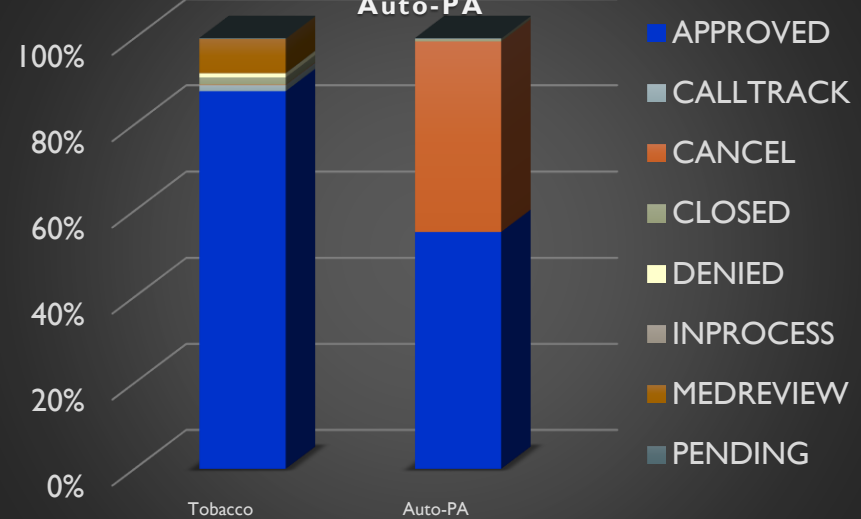
JANUARY 2020 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,971	78.29%	5,024	53.57%	10,995	64.65%
DENIED	855	11.21%	2,618	27.91%	3,473	20.42%
PENDING	371	4.86%	668	7.12%	1,039	6.11%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,627	42.48% Of EO/PA total	9,379	52.24% Of EO/PA total	17,006	94.73%
# Member ID# s	6,040	1.26	7,698	1.22	13,738	1.24

Percentages for Non-Tobacco by Status and Type



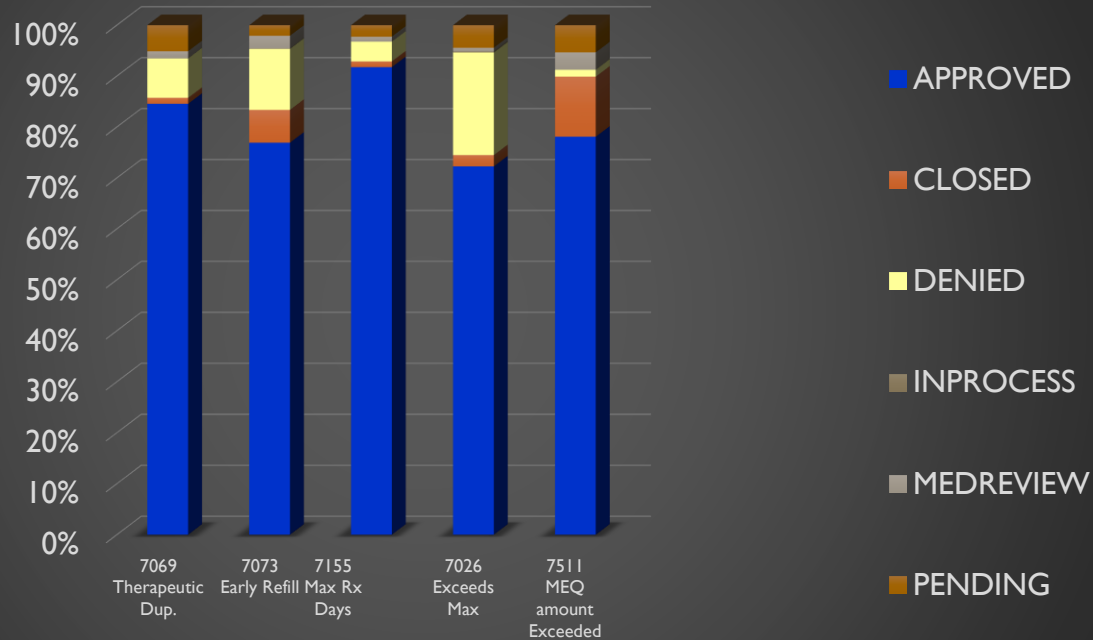
Percentages by Status for Tobacco and Auto-PA



NOVEMBER 2019 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7155 Max Rx Days	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	84.56%	76.92%	91.76%	72.27%	78.10%
DENIED	7.72%	11.97%	3.88%	20.15%	1.33%
PENDING	5.13%	2.08%	2.26%	4.44%	5.33%
Total EO's (including, Closed, Inprocess, and Medreview status)	3,239	1,395	619	541	525
% of TOTAL EO COUNT	45.22%	19.48%	8.64%	7.55%	7.33%

**Edit Override
Summary Chart**



NOVEMBER 2019 EDIT OVERRIDES BREAKDOWN

EO Status: 7069 Therapeutic Duplication		
Name	Strength	Count
fluoxetine	20MG	92
famotidine	20MG	76
duloxetine	30MG	72
venlafaxine	75MG	70
duloxetine	60MG	67

EO Status: 7026 Quantity Exceeds Max		
Name	Strength	Count
duloxetine	30MG	69
omeprazole	40MG	57
fluoxetine	10MG	42
gabapentin	600MG	27
omeprazole	20MG	18

EO Status: 7073 Early Refill		
Name	Strength	Count
Buprenorphine/ naloxone	8MG- 2MG	56
gabapentin	300MG	31
insulin glargine	100u/ml	29
sertraline	100MG	25
blood sugar diagnostic		22

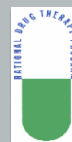
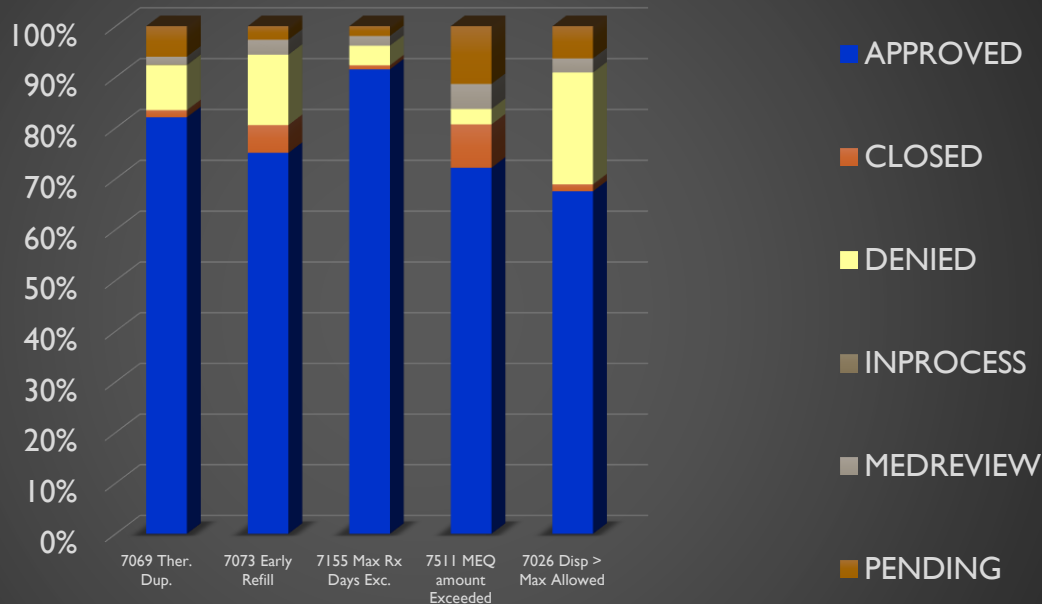
EO Status: 7155 Max Days Supply		
Name	Strength	Count
fluticasone	50MCG	33
valacyclovir	500MG	29
valacyclovir	1000MG	15
acyclovir	400MG	14
pantoprazole	40MG	12

EO Status: 7511 MEQ Amount Exceeded		
Name	Strength	Count
oxycodone /APAP	10MG- 325MG	89
oxycodone	10MG	61
oxycodone	15MG	49
morphine	15MG	42
morphine	30MG	32

DECEMBER 2019 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7155 Max Rx Days	7511 MME Exceeded	7026 Disp > Exceeds Max
APPROVED	82.07%	75.09%	91.52%	72.16%	67.52%
DENIED	8.86%	13.82%	3.84%	3.03%	21.98%
PENDING	6.00%	2.66%	1.92%	11.36%	6.34%
Total EO's (including, Closed, Inprocess, and Medreview status)	2,834	1,317	625	528	505
% of TOTAL EO COUNT	42.34%	19.67%	9.34%	7.89%	7.54%

**Edit Override
Summary Chart**



DECEMBER 2019 EDIT OVERRIDES BREAKDOWN

EO Status: 7069 Therapeutic Duplication		
Name	Strength	Count
venlafaxine	75MG	75
sertraline	100MG	68
duloxetine	60MG	65
duloxetine	30MG	64
fluoxetine	20MG	63

EO Status: 7073 Early Refill		
Name	Strength	Count
Buprenorphine/ naloxone	8MG- 2MG	70
insulin glargine	100u/ml	31
gabapentin	300MG	28
pantoprazole	40MG	25
clonidine	0.1MG	24

EO Status: 7155 Max Days Supply		
Name	Strength	Count
fluticasone	50MCG	27
clonidine	0.1MG	21
acyclovir	400MG	18
valacyclovir	500MG	15
pantoprazole	40MG	14

EO Status: 7511 MEQ Amount Exceeded		
Name	Strength	Count
oxycodone/ APAP	10MG- 325MG	94
oxycodone	10MG	58
oxycodone	15MG	55
morphine	15MG	31
oxycodone	20MG	29

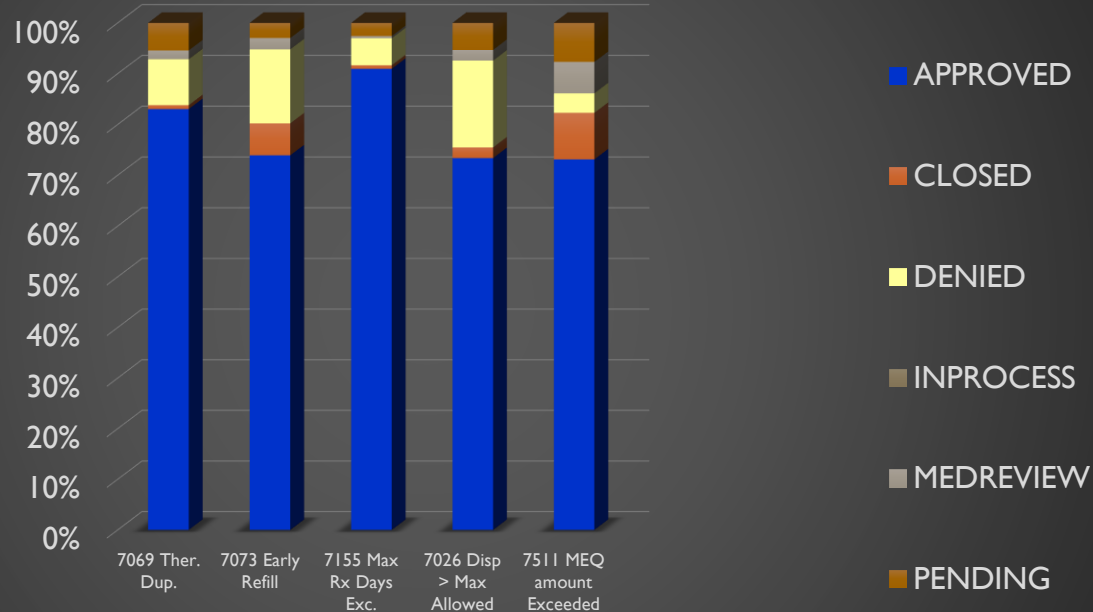
EO Status: 7026 Quantity Exceeds Max		
Name	Strength	Count
duloxetine	30MG	72
fluoxetine	10MG	44
omeprazole	40MG	38
dextroampheta mine/ampheta mine	20MG	15
escitalopram	10MG	15



JANUARY 2020 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7155 Max Rx Days	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	83.04%	73.94%	90.96%	73.39%	73.13%
DENIED	9.02%	14.58%	5.31%	17.10%	3.84%%
PENDING	5.42%	2.97%	2.58%	5.32%	7.68%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,226	1,481	697	620	469
% of TOTAL EO COUNT	42.30%	19.42%	9.14%	8.13%	6.15%

**Edit Override
Summary Chart**



JANUARY 2020 EDIT OVERRIDES BREAKDOWN

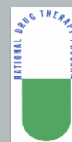
EO Status: 7069 Therapeutic Duplication		
Name	Strength	Count
fluoxetine	20MG	99
duloxetine	30MG	83
venlafaxine	75MG	76
venlafaxine	37.5MG	67
sertraline	50MG	66

EO Status: 7073 Early Refill		
Name	Strength	Count
Buprenorphine/ naloxone	8MG- 2MG	83
gabapentin	300MG	36
insulin glargine	100/ML	36
blood sugar diagnostic		26
pantoprazole	40MG	20

EO Status: 7155 Max Days Supply		
Name	Strength	Count
fluticasone	50MCG	59
valacyclovir	500MG	32
montelukast	5MG	20
valacyclovir	1000MG	16
omeprazole	20MG	14

EO Status: 7026 Quantity Exceeds Max		
Name	Strength	Count
duloxetine	30MG	88
omeprazole	40MG	58
fluoxetine	10MG	45
omeprazole	20MG	27
venlafaxine	37.5MG	19

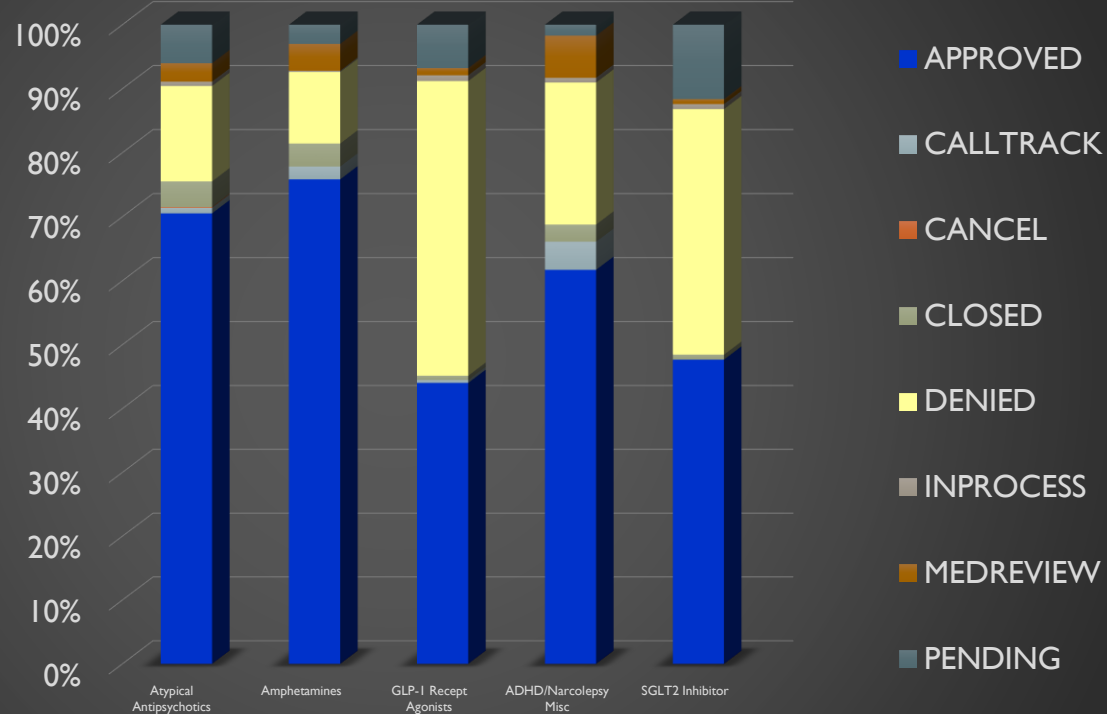
EO Status: 7511 MEQ Amount Exceeded		
Name	Strength	Count
oxycodone/ APAP	10MG- 325MG	84
oxycodone	10MG	59
oxycodone	15MG	43
morphine	15MG	36
oxycodone	20MG	25



NOVEMBER 2019 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	SGLT-2 Inhibitors
APPROVED	70.52%	75.85%	44.02%	61.71%	47.67%
DENIED	14.91%	11.18%	46.05%	22.20%	38.37%
PENDING	6.01%	2.99%	6.77%	1.71%	11.63%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	899	501	443	410	258

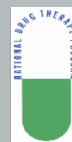
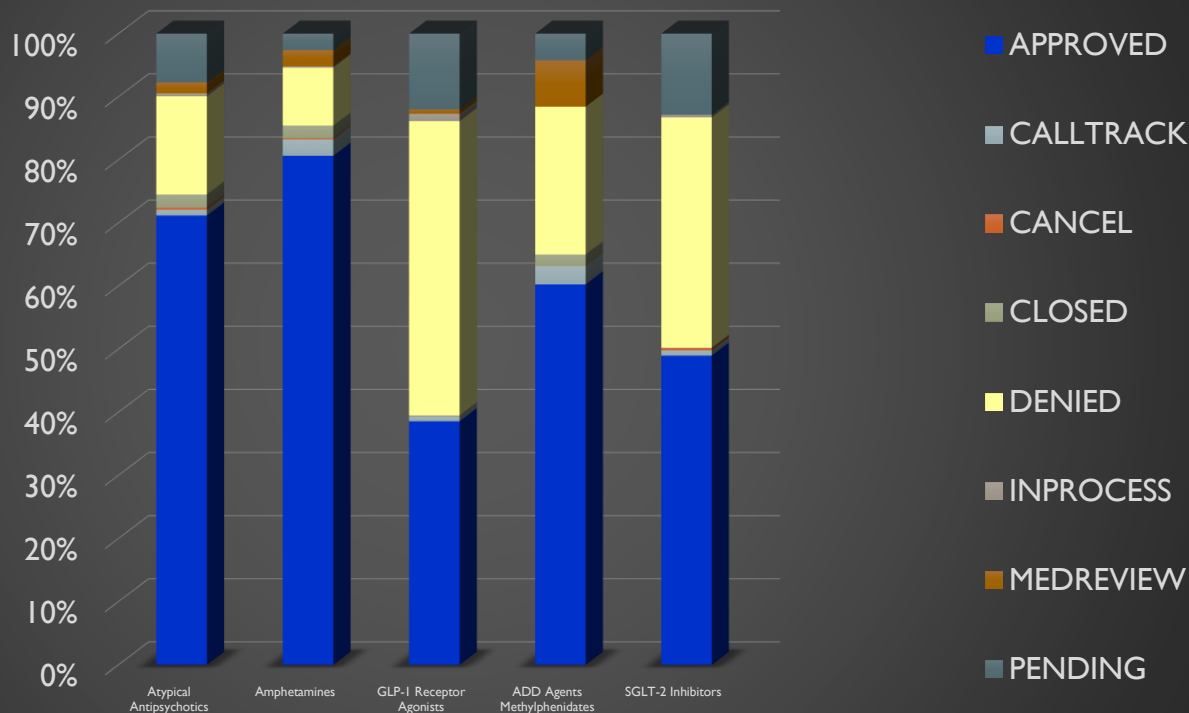
Prior Authorization Summary Chart



DECEMBER 2019 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	SGLT-2 Inhibitors
APPROVED	71.16%	80.64%	38.57%	60.26%	48.96%
DENIED	15.57%	9.18%	46.65%	23.42%	36.51%
PENDING	7.73%	2.59%	12.01%	4.21%	12.86%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	867	501	433	380	241

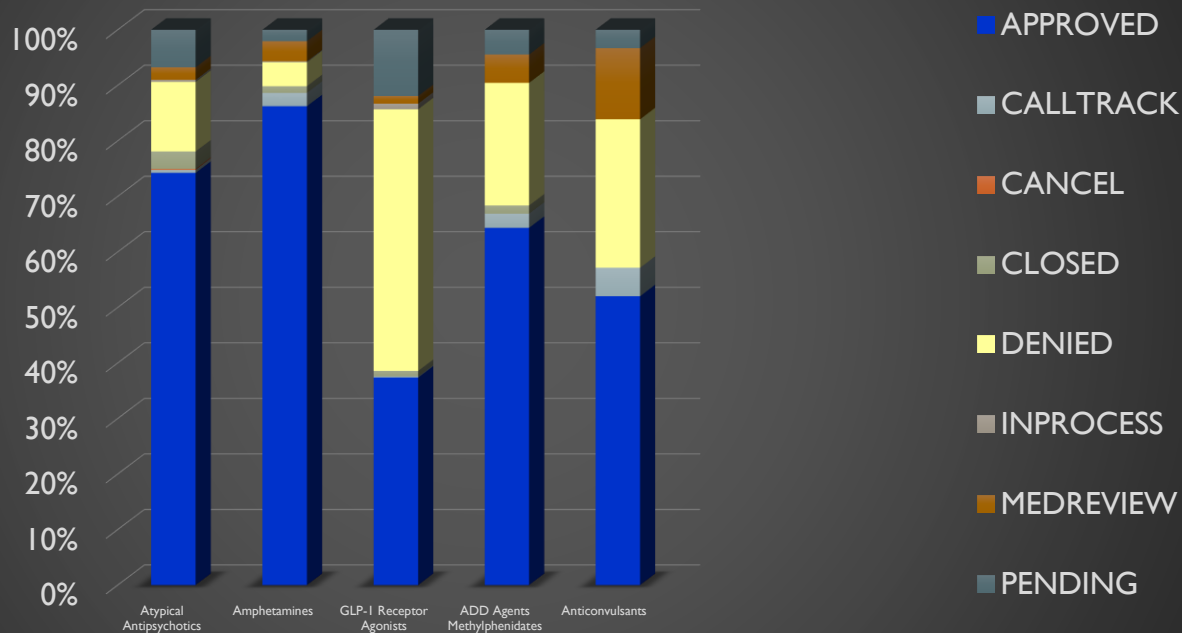
Prior Authorization Summary Chart



JANUARY 2020 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	Anticonvulsants
APPROVED	74.23%	86.23%	37.38%	64.33%	52.01%
DENIED	12.53%	4.30%	47.12%	22.08%	26.74%
PENDING	6.75%	2.07%	11.93%	4.46%	3.30%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,141	581	503	471	273

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

November 2019

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,062	0:29 sec	0:30 sec	2:50 min
DXC HelpDesk DUR Line	7,592	1:01 min	1:02 min	2:09 min

December 2019

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	5,951	0:20 sec	0:20 sec	2:44 min
DXC HelpDesk DUR Line	7,243	0:47 sec	0:48 sec	2:08 min

January 2020

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,959	0:22 sec	0:22 sec	2:42 min
DXC HelpDesk DUR Line	8,218	0:55 sec	0:56 sec	2:06 min

NUMBER OF CONTACTS

	November 2019	December 2019	January 2020
Less Than or Equal to 3 Notes Per Created EO-PA	97.01%	97.24 %	97.07 %

THANK YOU

❖ Any Questions?