

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

May 26, 2021

Presented by Angela Wowczuk

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West Virginia University School of Pharmacy



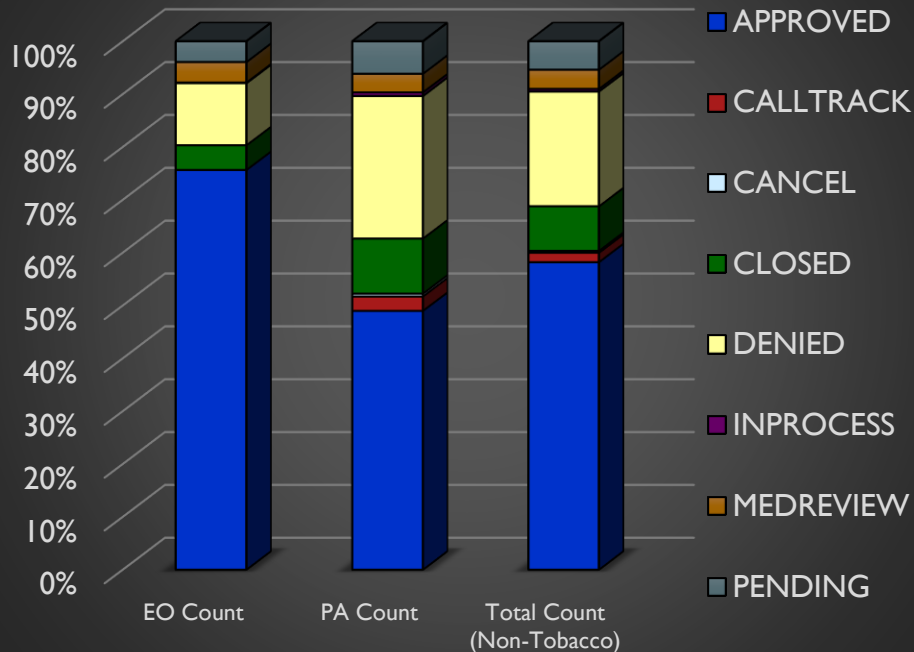
RDTP UPDATES

- ❖ New Staff Pharmacists
- ❖ Student Rotation Summer 2021
- ❖ Updates to Hep C App
- ❖ Staff return to in-office in May

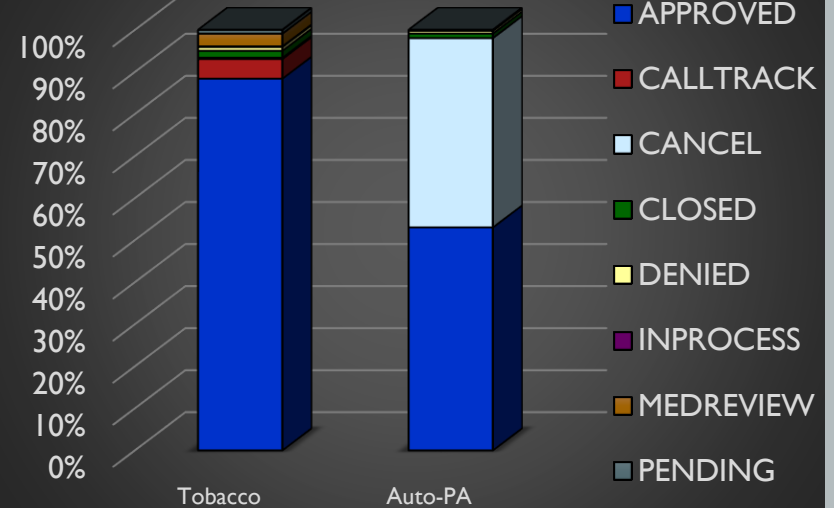
FEBRUARY 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	4,507	75.65%	5,527	48.98%	10,034	58.19%
DENIED	699	11.73%	3,043	26.98%	3,742	21.70%
PENDING	234	3.43%	694	6.15%	928	5.38%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	5,958	33.27% Of EO/PA total	8,477	63.02% Of EO/PA total	17,243	96.29%
# Member ID# s	4,823	1.24	7,597	1.49	12,420	1.39

Percentages for Non-Tobacco by Status and Type



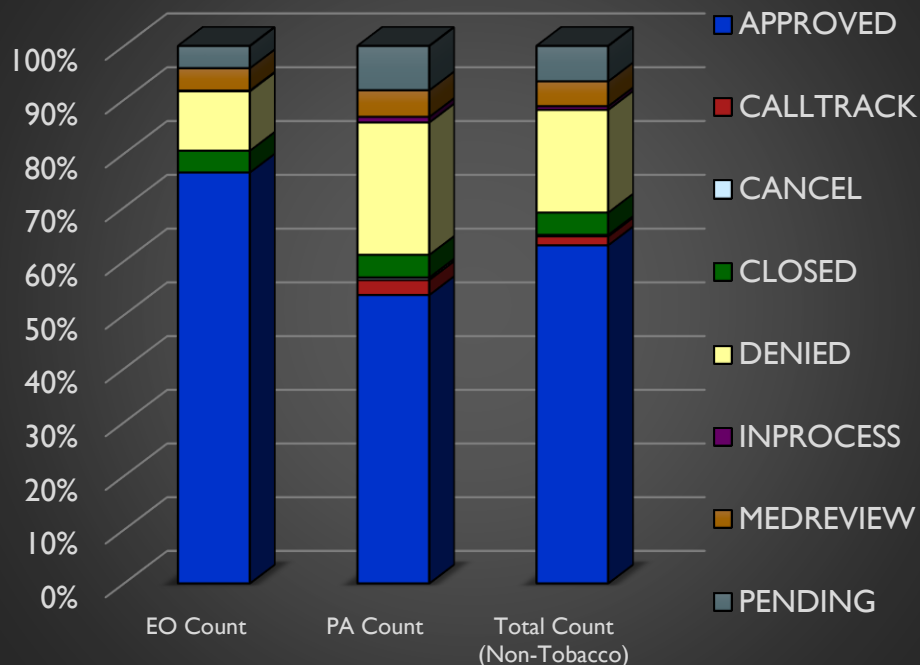
Percentages by Status for Tobacco and Auto-PA



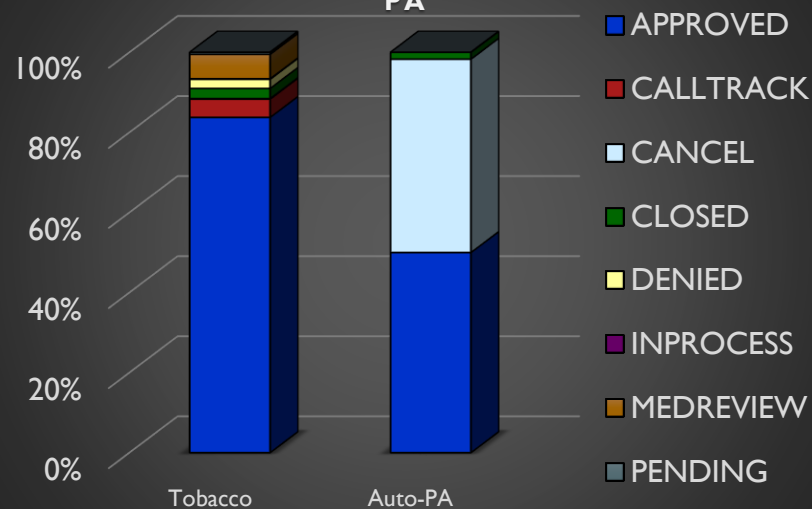
MARCH 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	5,487	76.48%	5,637	53.71%	11,124	62.96%
DENIED	792	11.04%	2,581	24.59%	3,373	19.09%
PENDING	296	4.13%	864	8.23%	1,160	6.57%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,174	38.87% Of EO/PA total	10,495	56.86% Of EO/PA total	17,669	95.74%
# Member ID# s	5,787	1.24	8,665	1.21	14,452	1.22

Percentages for Non-Tobacco by Status and Type



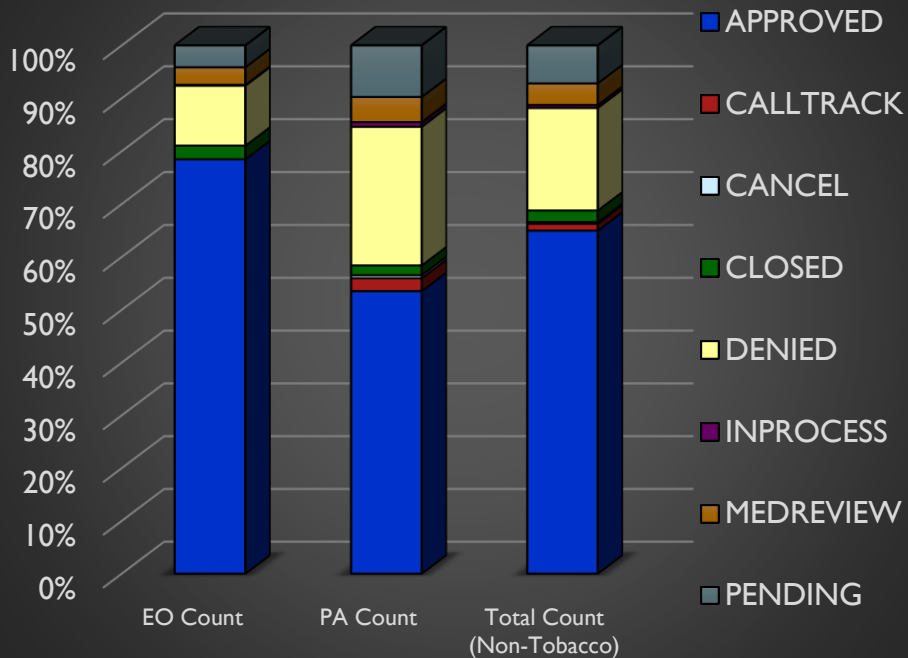
Percentages by Status for Tobacco and Auto-PA



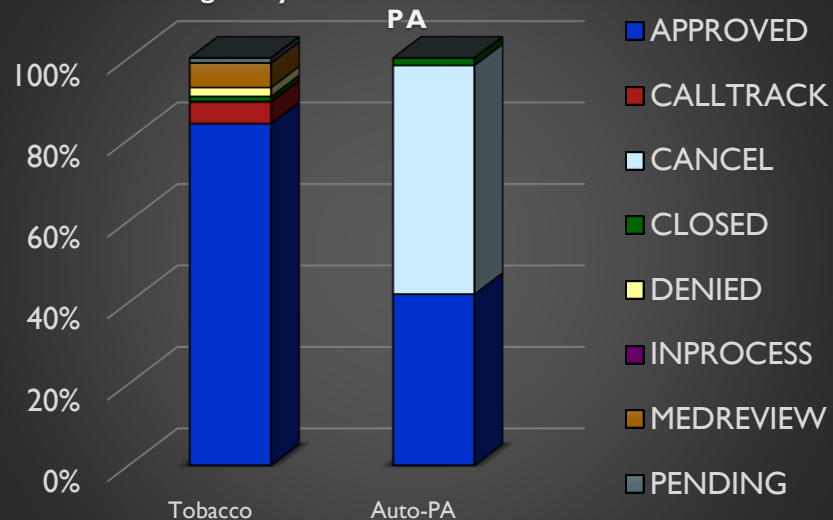
APRIL 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,384	78.46%	5,142	53.53%	11,526	64.96%
DENIED	923	11.34%	2,517	26.21%	3,440	19.39%
PENDING	337	4.14%	937	9.76%	1,274	7.18%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	8,137	44.05% Of EO/PA total	9,605	51.99% Of EO/PA total	17,742	96.04%
# Member ID# s	6,595	1.23	7,973	1.20	14,568	1.22

Percentages for Non-Tobacco by Status and Type

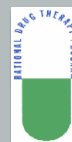
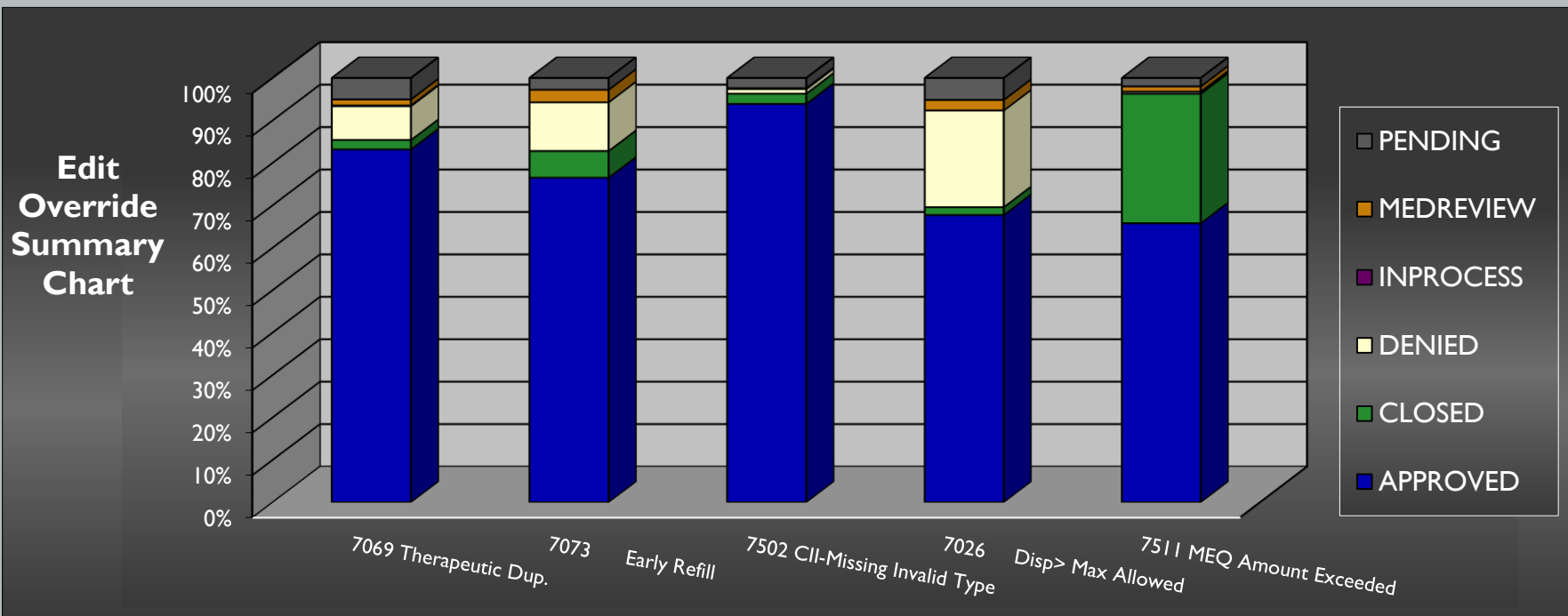


Percentages by Status for Tobacco and Auto-PA



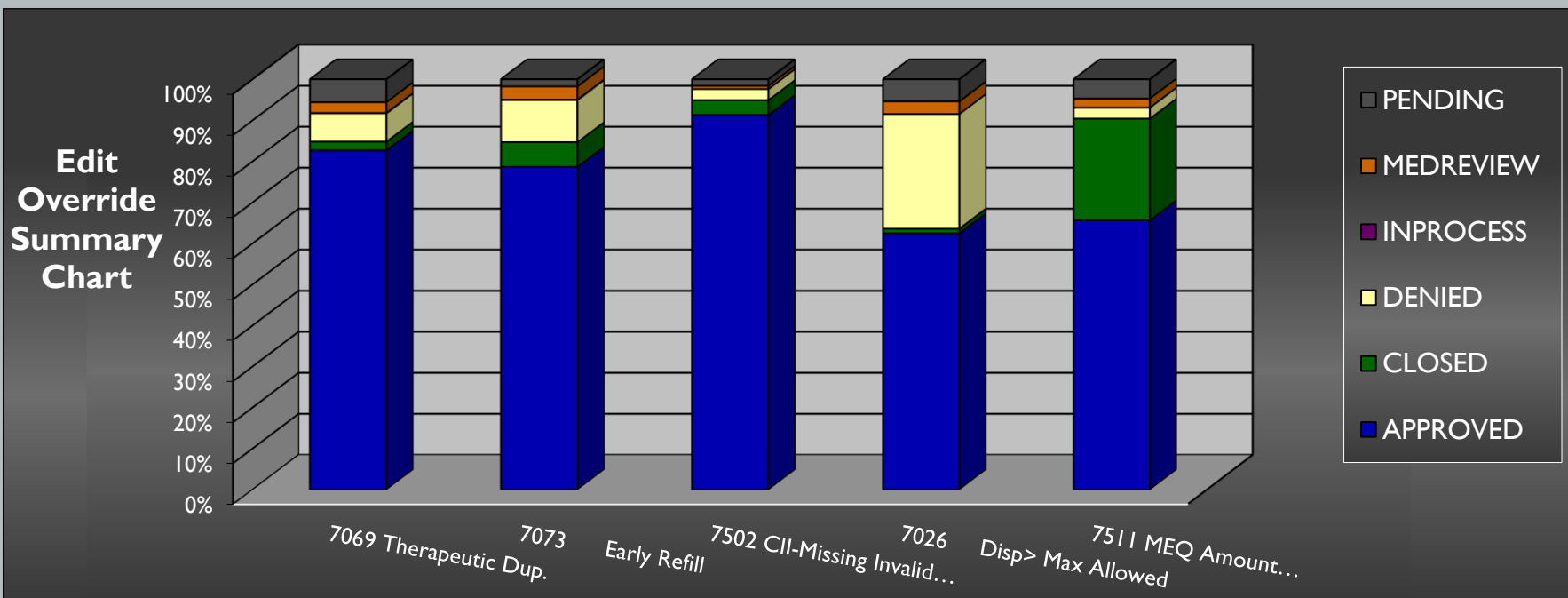
FEBRUARY 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	83.16%	76.50%	93.89%	67.70%	65.76%
DENIED	7.98%	11.47%	1.11%	22.77%	0.50%
PENDING	5.05%	2.77%	2.41%	5.18%	1.99%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	1,841	1,587	540	483	403
% of TOTAL EO COUNT	30.90%	26.64%	9.06%	8.11%	6.76%



MARCH 2021 EDIT OVERRIDES

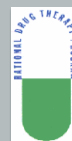
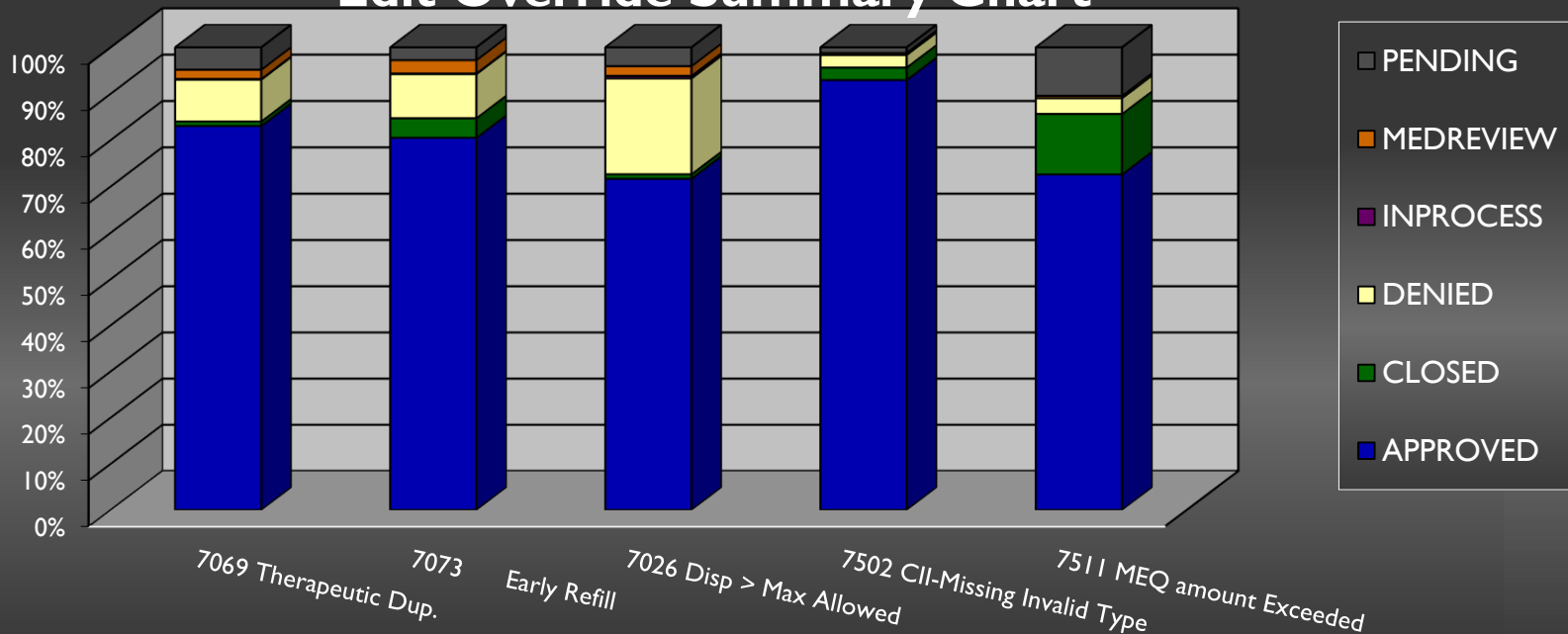
EO Status	7069 Ther.Dup	7073 Early Refill	7502 CII Missing Invalid Type	7026 Disp > Exceeds Max	7511 MME Exceeded
APPROVED	82.66%	78.64%	91.28%	62.43%	65.63%
DENIED	6.90%	10.27%	2.69%	27.94%	2.68%
PENDING	5.59%	1.72%	1.58%	5.39%	4.69%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	2,434	1,859	631	519	448
% of TOTAL EO COUNT	30.90%	23.60%	8.01%	6.59%	5.69%



APRIL 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII-Missing Invalid Type	7511 MME Exceeded
APPROVED	83.04%	80.48%	71.65%	92.94%	72.58%
DENIED	9.02%	9.50%	20.67%	2.70%	3.39%
PENDING	4.82%	2.76%	4.05%	1.20%	10.44%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,260	1,957	716	666	383
% of TOTAL EO COUNT	36.67%	22.01%	8.05%	7.49%	4.31%

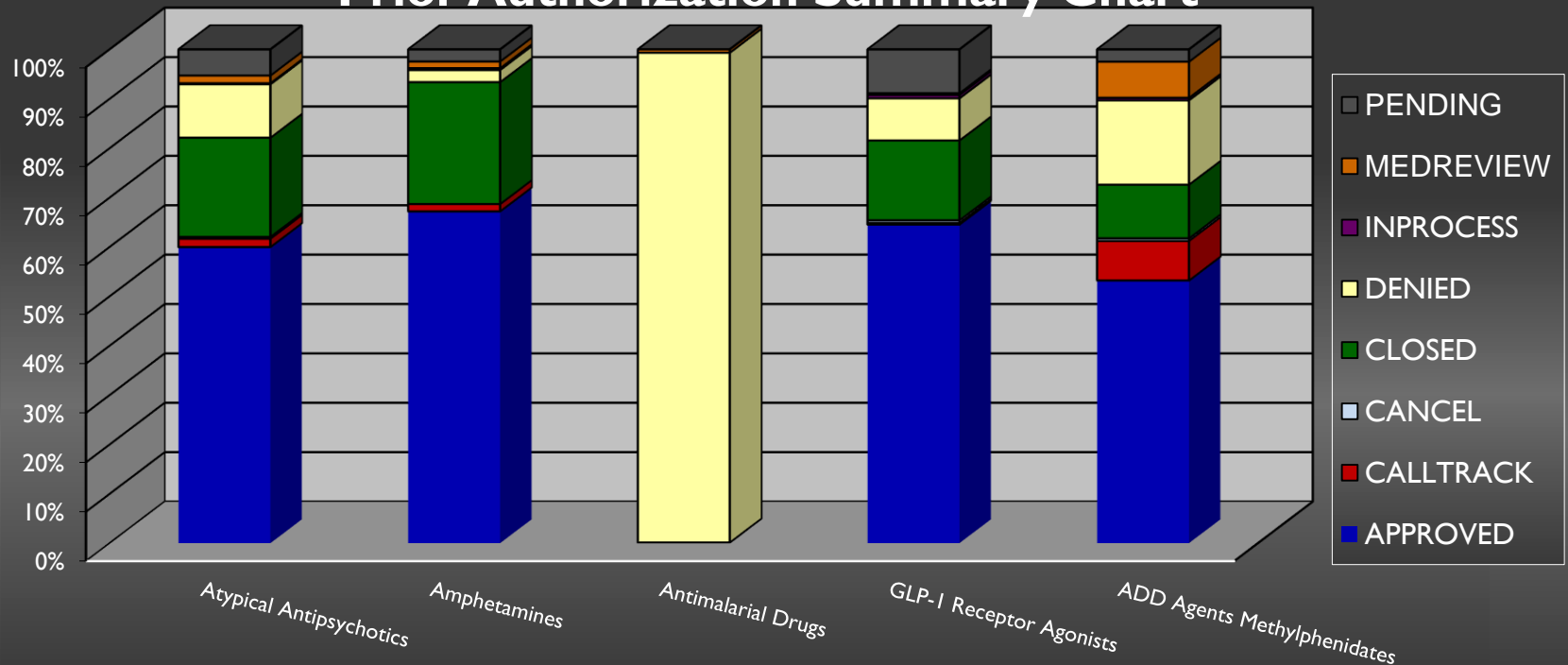
Edit Override Summary Chart



FEBRUARY 2021 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	Antimalarial Drugs	GLP-I Receptor Agonists	ADD Agents Methylphenidates
APPROVED	59.97%	67.20%	0.13%	64.52%	53.20%
DENIED	10.82%	2.46%	99.19%	8.52%	17.08%
PENDING	5.30%	2.46%	0.00%	8.87%	2.49%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,359	814	742	575	562

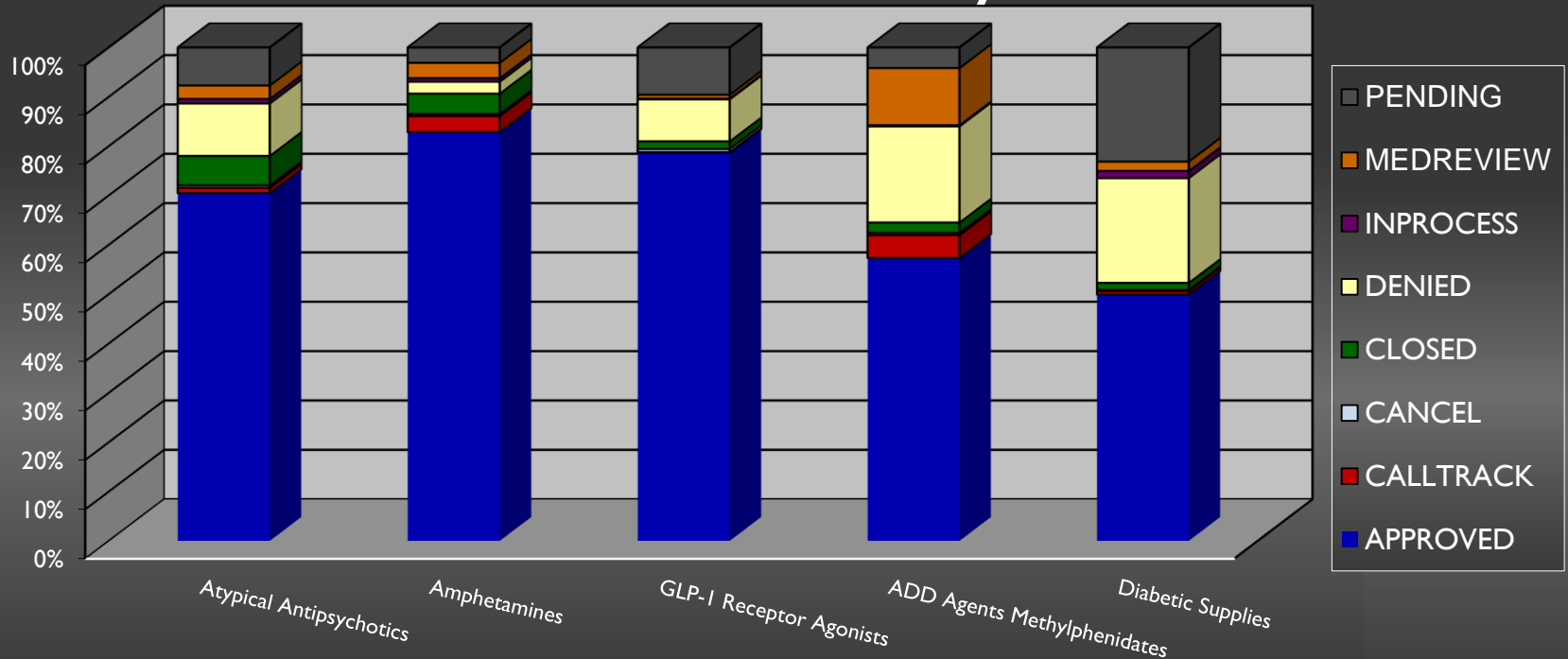
Prior Authorization Summary Chart



MARCH 2021 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	ADD Agents Methylphenidates	Diabetic Supplies
APPROVED	70.46%	82.84%	78.64%	57.31%	49.88%
DENIED	10.62%	2.41%	8.51%	19.49%	21.24%
PENDING	7.72%	3.12%	9.60%	4.18%	23.15%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,205	705	646	431	419

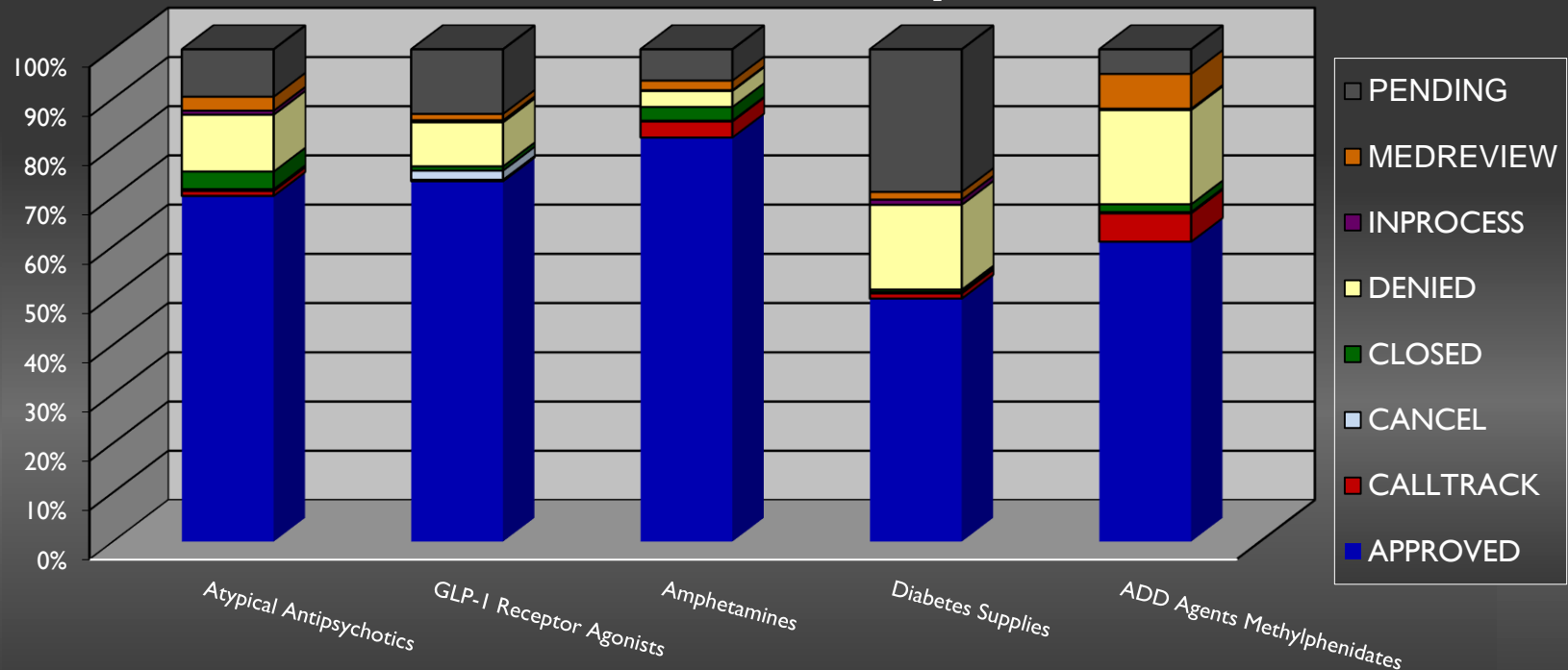
Prior Authorization Summary Chart



APRIL 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Agonists	Amphetamines	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	70.21%	73.20%	82.08%	49.35%	60.89%
DENIED	11.55%	8.93%	3.26%	17.23%	19.16%
PENDING	9.62%	13.11%	6.35%	28.98%	4.99%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,091	694	614	383	381

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

February 2021

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,953	0:24 sec	0:25 sec	2:59 min
DXC HelpDesk DUR Line	6,374	0:48 sec	0:48 sec	2:17 min

March 2021

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,962	0:25 sec	0:25 sec	2:55 min
DXC HelpDesk DUR Line	7,660	0:43 sec	0:44 sec	2:18 min

April 2021

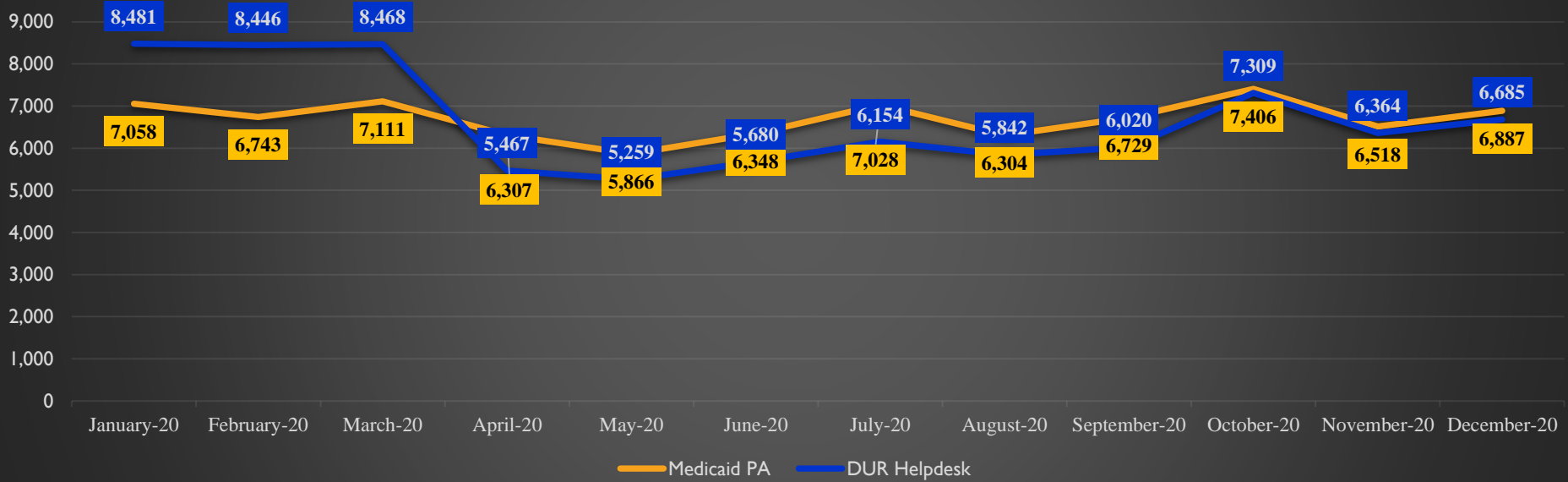
	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,265	0:21 sec	0:22 sec	2:55 min
DXC HelpDesk DUR Line	8,280	0:48 sec	0:49 sec	2:16 min



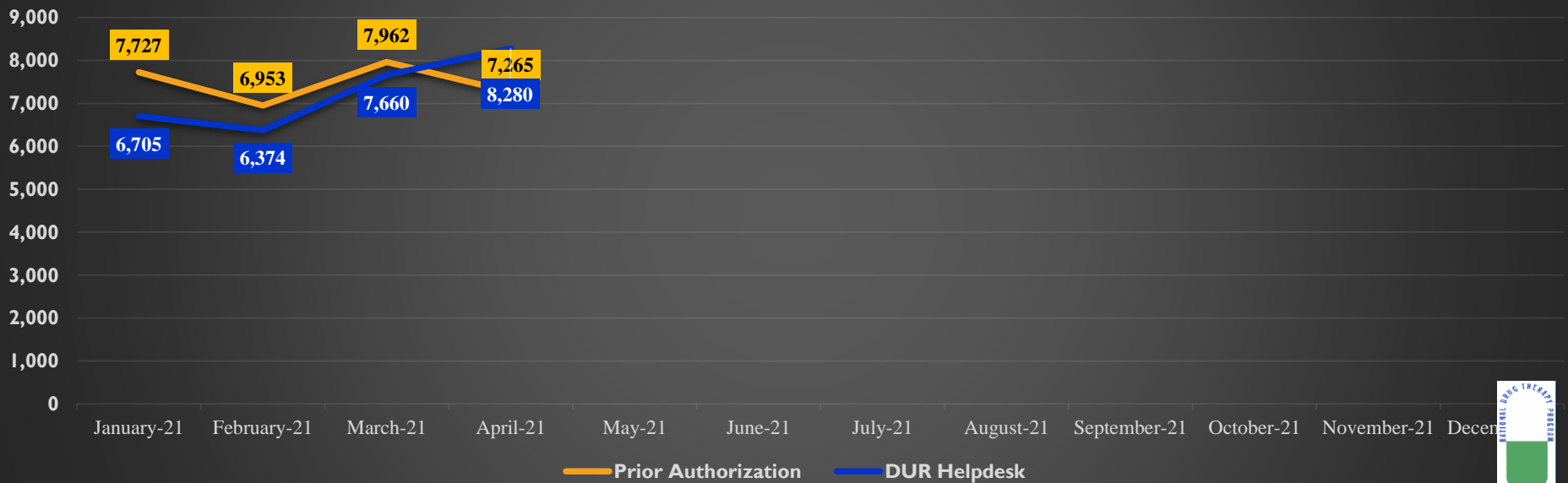
NUMBER OF CONTACTS

	February 2021	March 2021	April 2021
Less Than or Equal to 3 Notes Per Created EO-PA	95.10%	95.59 %	95.89 %

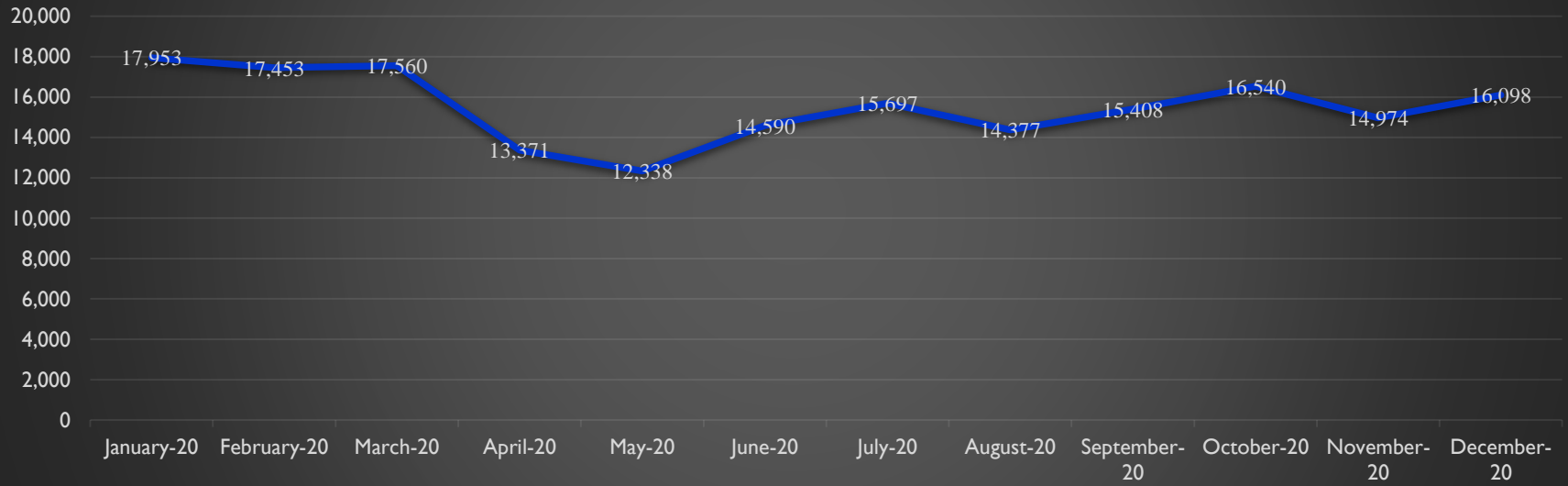
Calls Presented 2020



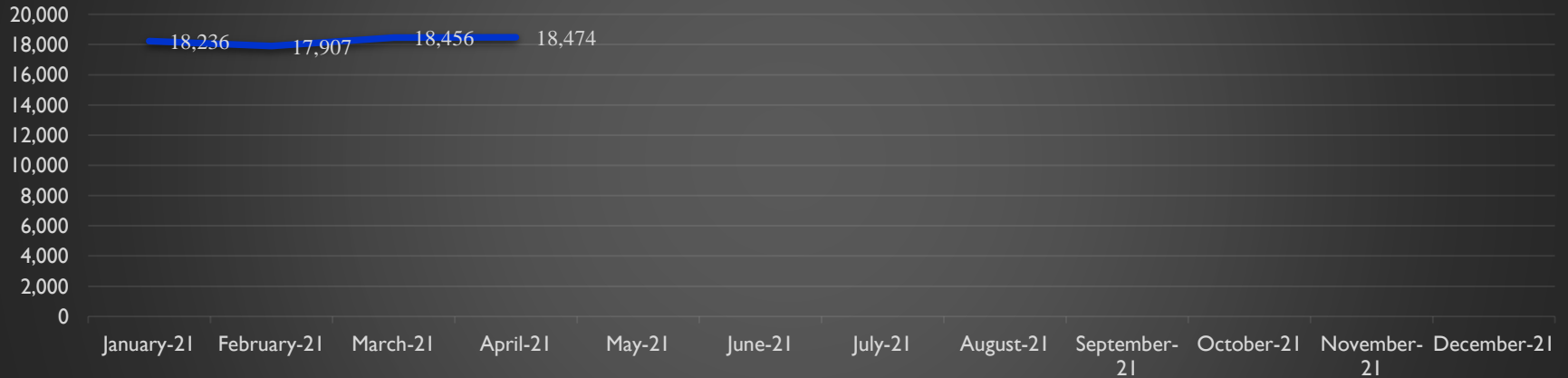
Calls Presented 2021



RDTP Manually Entered EO + PA's Medicaid 2020



RDTP Manually Entered EO + PA's Medicaid 2021



THANK YOU

❖ Any Questions?