

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

May 25, 2022

Presented by Angela Wowczuk

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West Virginia University School of Pharmacy



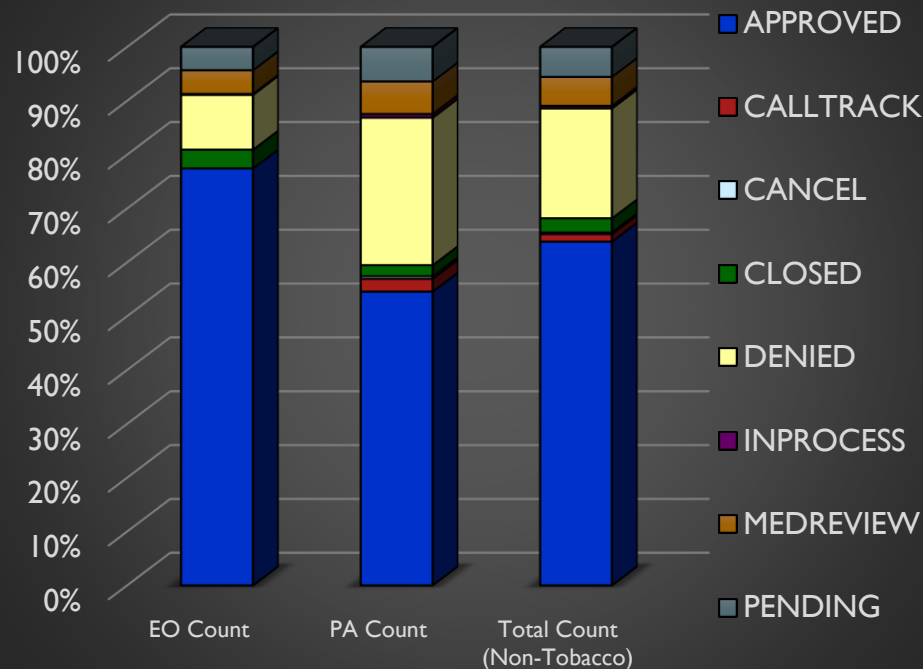
RDTP UPDATES

- ❖ New Pharmacist, Interns, and a Data Scientist on staff
- ❖ We are hiring!

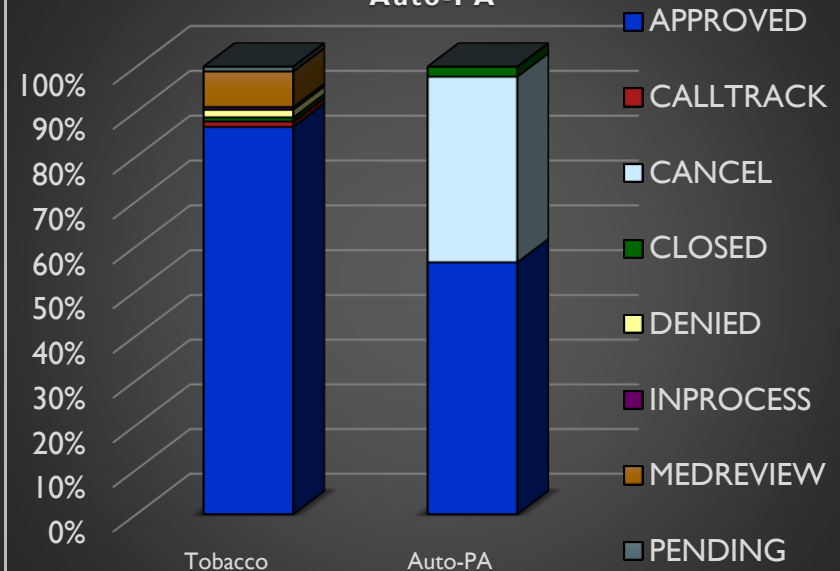
FEBRUARY 2022 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,053	77.43%	6,241	54.56%	12,294	63.85%
DENIED	795	10.17%	3,132	27.38%	3,927	20.39%
PENDING	338	4.32%	732	6.40%	1,070	5.56%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,817	39.26% Of EO/PA total	11,439	57.45% Of EO/PA total	19,256	96.71%
# Member ID# s	6,333	1.23	9,516	1.20	15,849	1.21

Percentages for Non-Tobacco by Status and Type



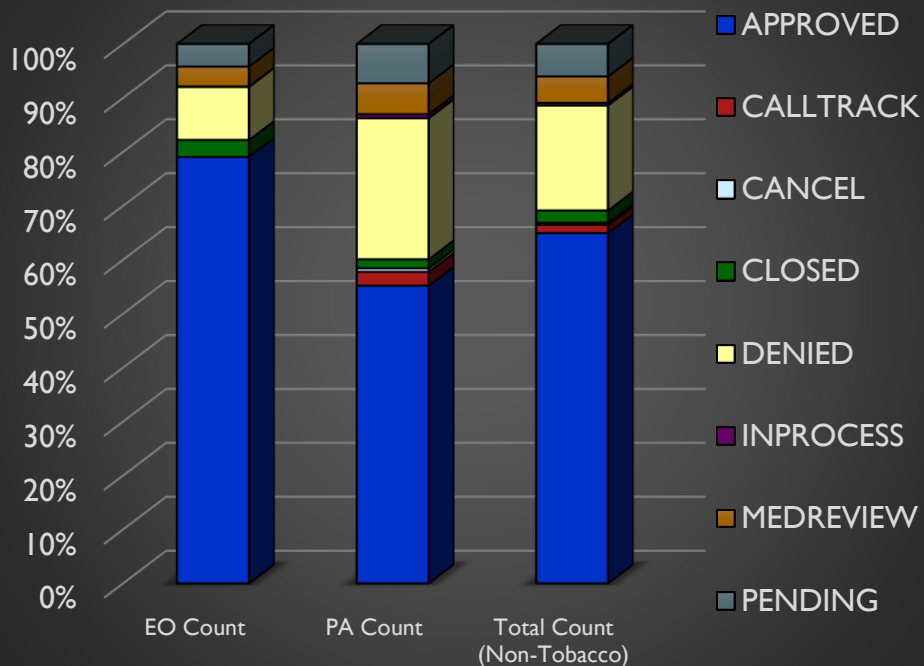
Percentages by Status for Tobacco and Auto-PA



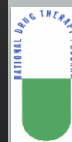
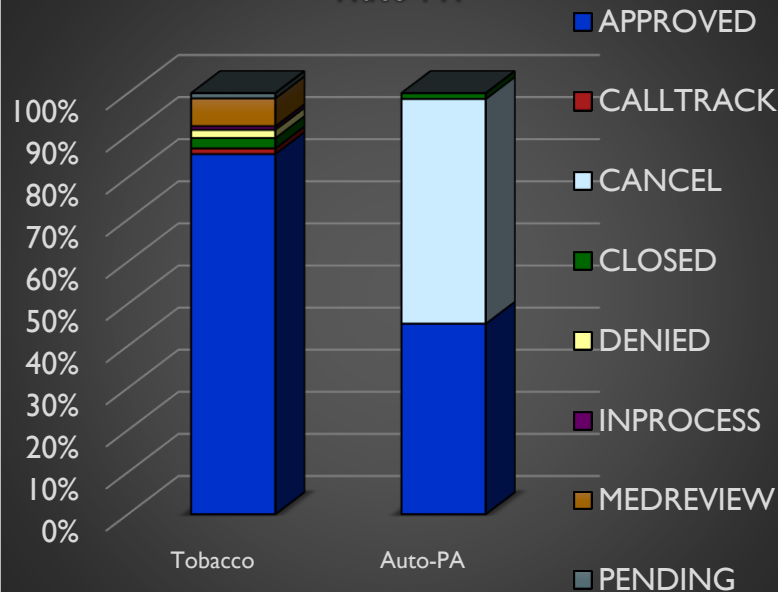
MARCH 2022 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	7,122	79.06%	7,189	55.19%	14,311	64.95%
DENIED	884	9.81%	3,403	26.13%	4,287	19.46%
PENDING	378	4.20%	949	7.29%	1,327	6.02%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	9,008	39.42% Of EO/PA total	13,025	57.00% Of EO/PA total	22,033	96.43%
# Member ID# s	7,152	1.26	10,747	1.21	17,899	1.23

Percentages for Non-Tobacco by Status and Type



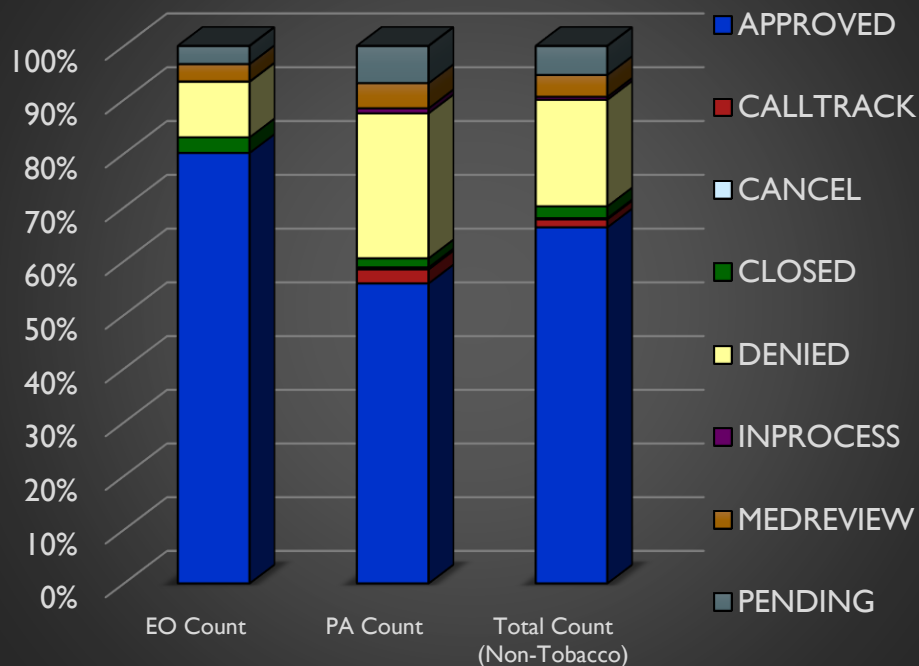
Percentages by Status for Tobacco and Auto-PA



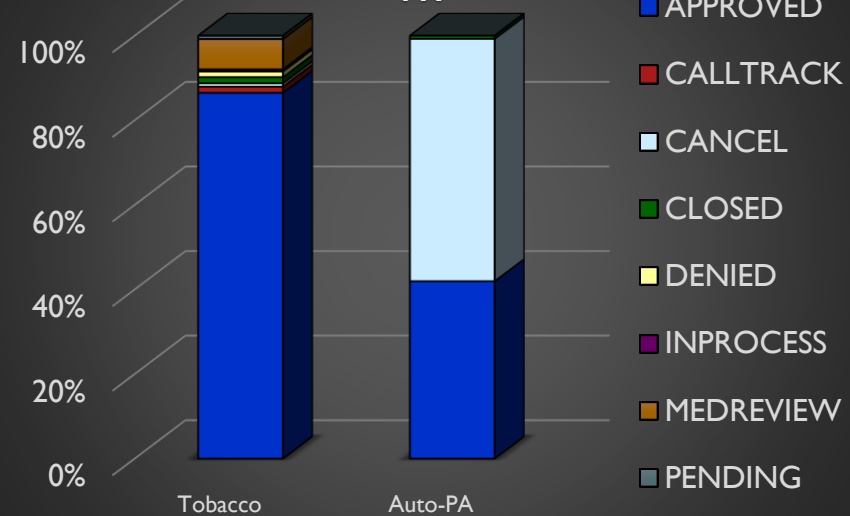
APRIL 2022 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,656	80.12%	6,162	55.87%	12,818	66.29%
DENIED	858	10.33%	2,972	26.95%	3,830	19.81%
PENDING	280	3.37%	762	6.91%	1,042	5.39%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	8,308	41.35% Of EO/PA total	11,029	54.89% Of EO/PA total	19,337	96.24%
# Member ID# s	6,737	1.23	9,132	1.21	15,869	1.22

Percentages for Non-Tobacco by Status and Type



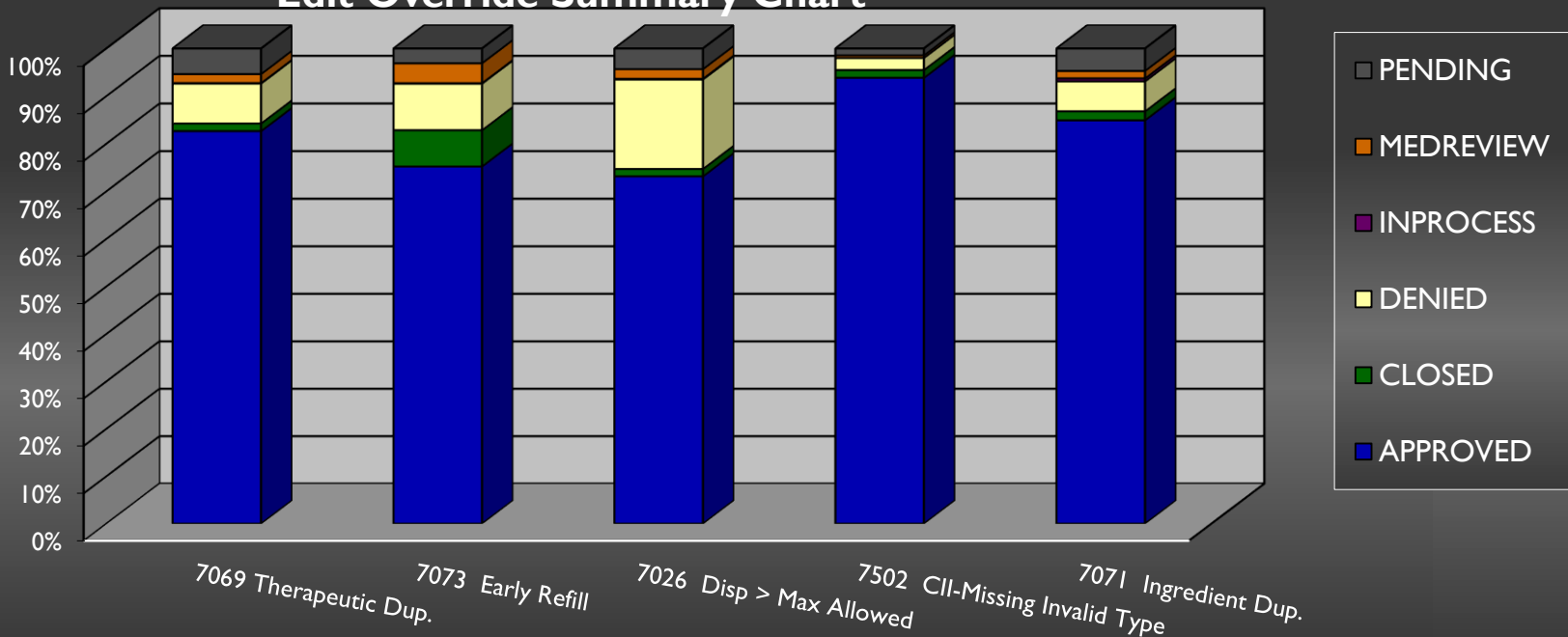
Percentages by Status for Tobacco and Auto-PA



FEBRUARY 2022 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7071 Ingredient Dup.
APPROVED	82.63%	75.20%	73.14%	93.83%	84.91%
DENIED	8.39%	9.77%	18.79%	2.54%	6.29%
PENDING	5.38%	3.11%	4.35%	1.45%	4.72%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,253	1,863	644	551	318
% of TOTAL EO COUNT	38.00%	21.76%	7.52%	6.44%	3.71%

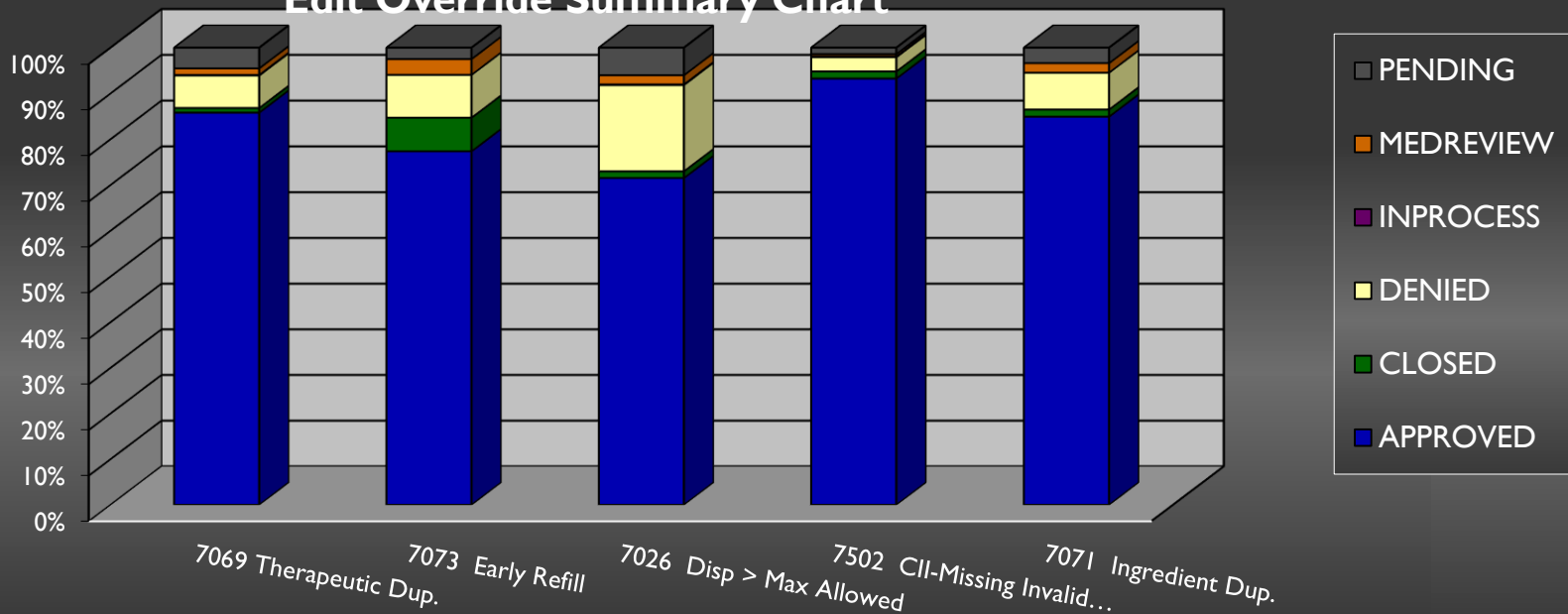
Edit Override Summary Chart



MARCH 2022 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7071 Ingredient Dup.
APPROVED	85.81%	77.36%	71.52%	93.26%	84.94%
DENIED	7.10%	9.37%	18.85%	3.11%	8.05%
PENDING	4.52%	2.48%	6.02%	1.38%	3.38%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,918	2,178	748	579	385
% of TOTAL EO COUNT	39.53%	21.97%	7.55%	5.84%	3.88%

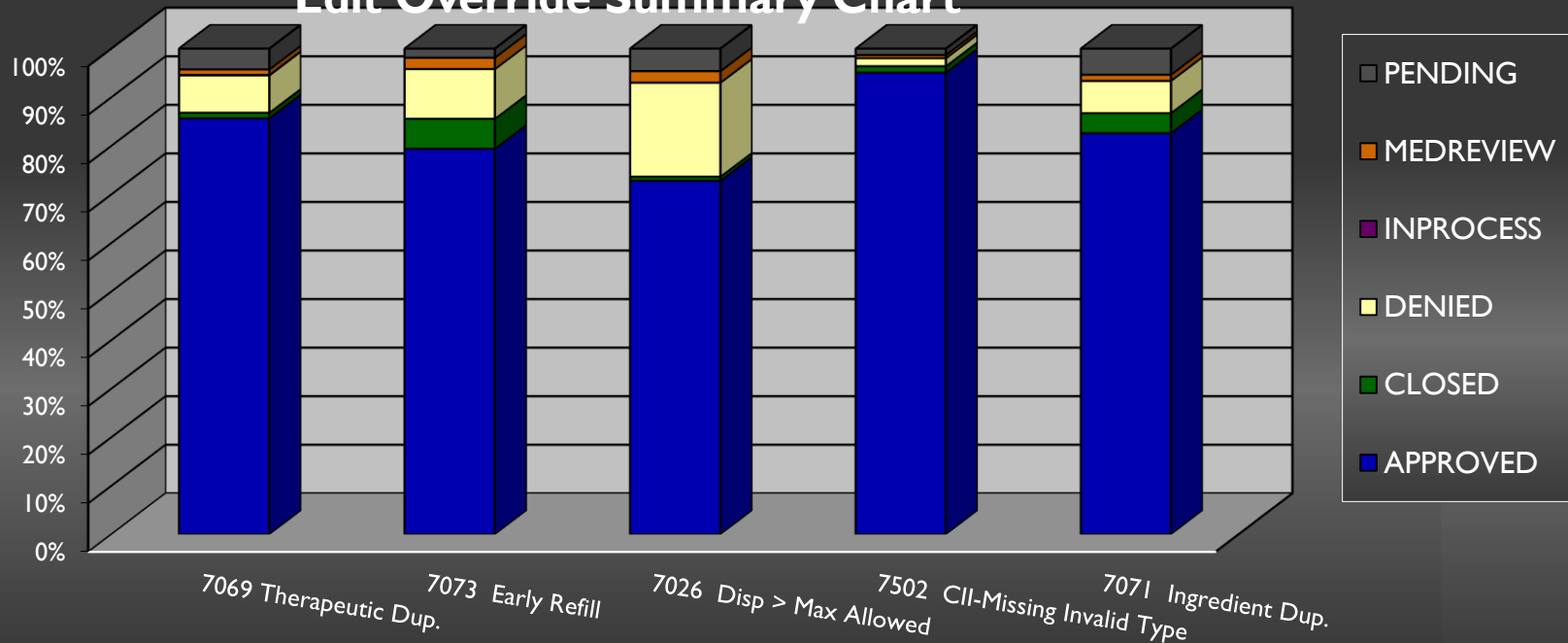
Edit Override Summary Chart



APRIL 2022 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII-Missing Invalid Type	7071 Ingredient Dup.
APPROVED	85.65%	79.37%	72.79%	95.06%	82.59%
DENIED	7.71%	10.24%	19.35%	1.65%	6.65%
PENDING	4.28%	1.86%	4.63%	1.32%	5.38%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,595	2,041	713	607	316
% of TOTAL EO COUNT	39.71%	22.55%	7.88%	6.71%	3.49%

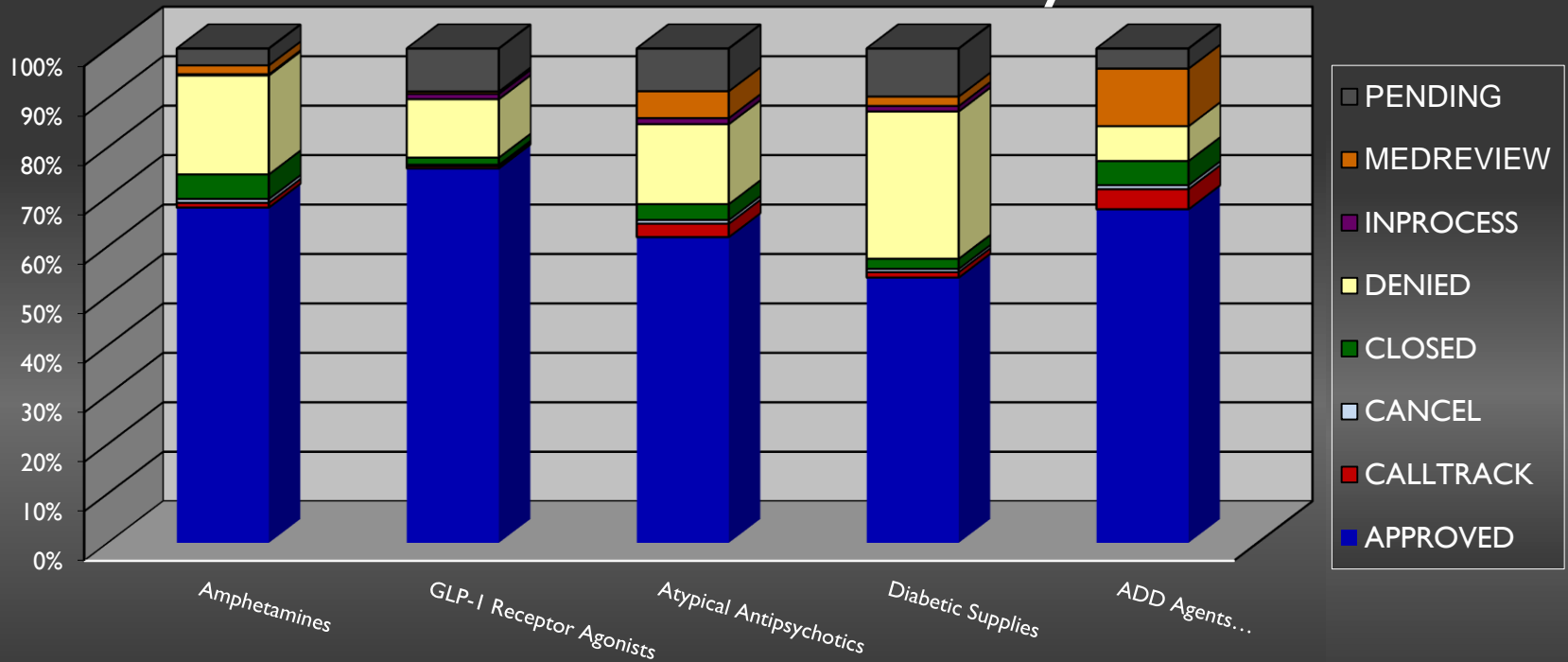
Edit Override Summary Chart



FEBRUARY 2022 PA STATS

EO Status	Amphetamines	GLP-I Receptor Agonists	Atypical Antipsychotics	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	67.83%	75.75%	61.85%	53.66%	67.48%
DENIED	20.01%	11.82%	16.17%	29.78%	7.05%
PENDING	3.42%	8.69%	8.64%	9.71%	4.07%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,669	829	810	628	369

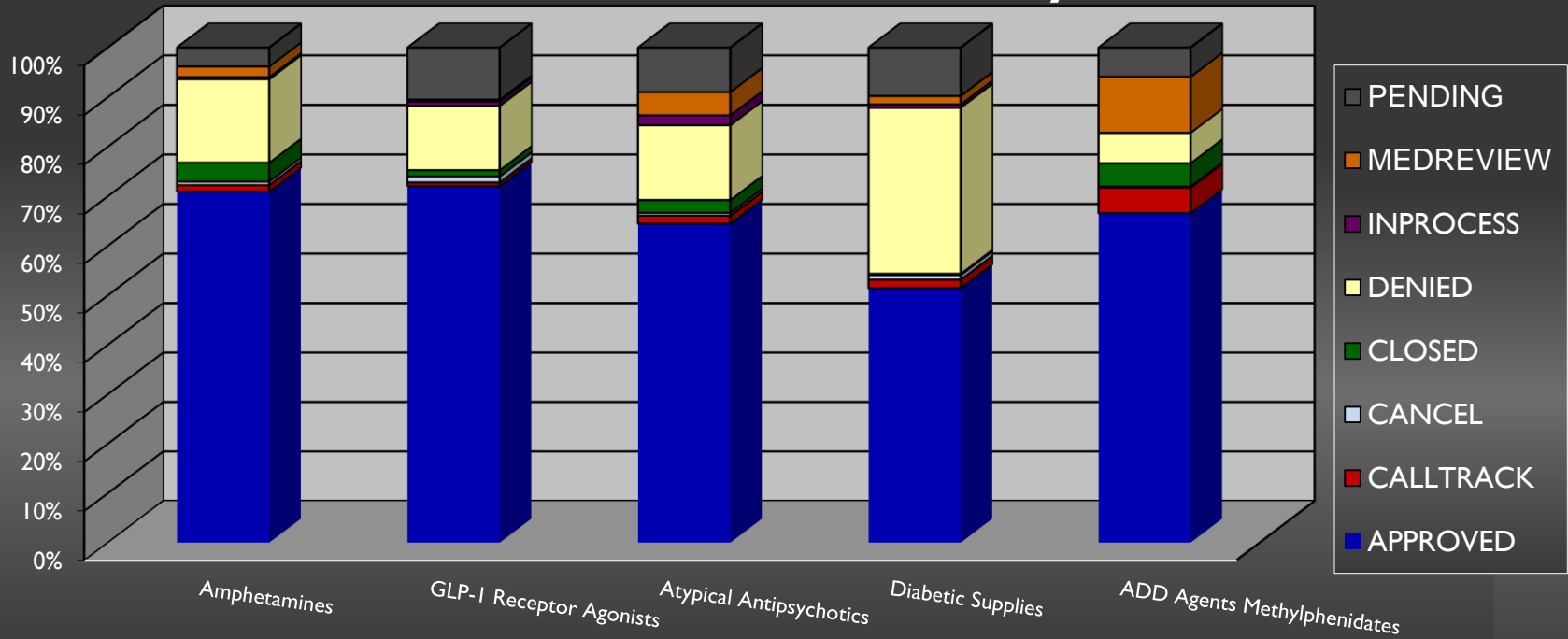
Prior Authorization Summary Chart



MARCH 2022 PA STATS

EO Status	Amphetamines	GLP-I Receptor Agonists	Atypical Antipsychotics	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	70.94%	72.08%	64.47%	51.45%	66.58%
DENIED	16.85%	12.96%	15.09%	33.51%	6.14%
PENDING	3.81%	10.49%	8.98%	9.76%	5.90%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,442	1,096	1,047	758	407

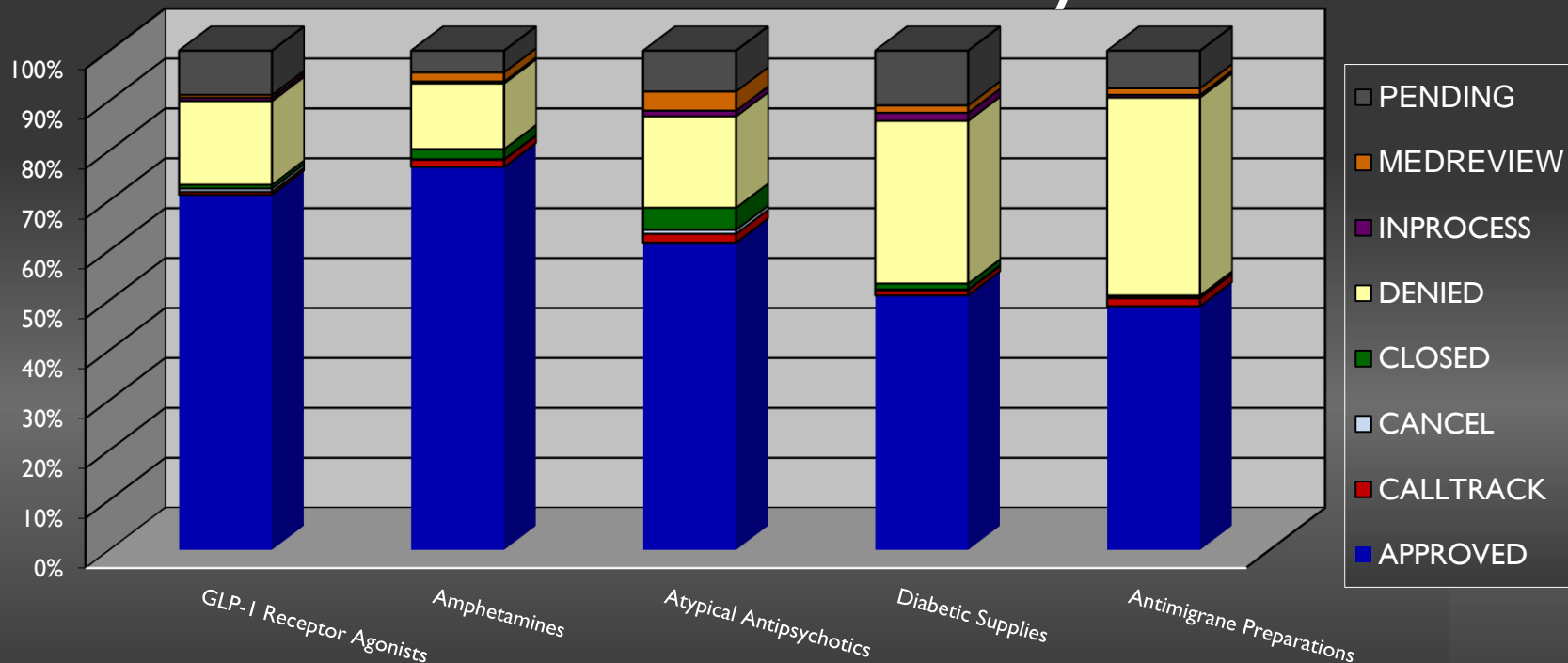
Prior Authorization Summary Chart



APRIL 2022 PA STATS

EO Status	GLP-I Agonists	Amphetamines	Atypical Antipsychotics	Diabetic Supplies	Antimigraine Preparations
APPROVED	71.14%	76.69%	61.54%	50.96%	48.79%
DENIED	16.76%	13.15%	18.30%	32.59%	39.68%
PENDING	8.86%	4.35%	8.16%	10.96%	7.51%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,050	1,034	858	675	373

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

February 2022

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	8,504	0:23 sec	0:23 sec	2:45 min
DXC HelpDesk DUR Line	8,126	1:19 min	1:20 min	2:09 min

March 2022

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	9,560	0:23 sec	0:24 sec	2:48 min
DXC HelpDesk DUR Line	9,297	1:15 min	1:16 min	2:04 min

April 2022

	Calls Presented	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	8,313	0:24 sec	0:25 sec	2:50 min
DXC HelpDesk DUR Line	8,674	1:25 min	1:26 min	2:03 min

NUMBER OF CONTACTS

	February 2022	March 2022	April 2022
Less Than or Equal to 3 Notes Per Created EO-PA	97.10%	96.98 %	97.36 %

THANK YOU

❖ Any Questions?