

RATIONAL DRUG THERAPY PROGRAM

WVBMS Drug Utilization Board

September 22, 2021

Presented by Angela Wowczuk

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West Virginia University School of Pharmacy



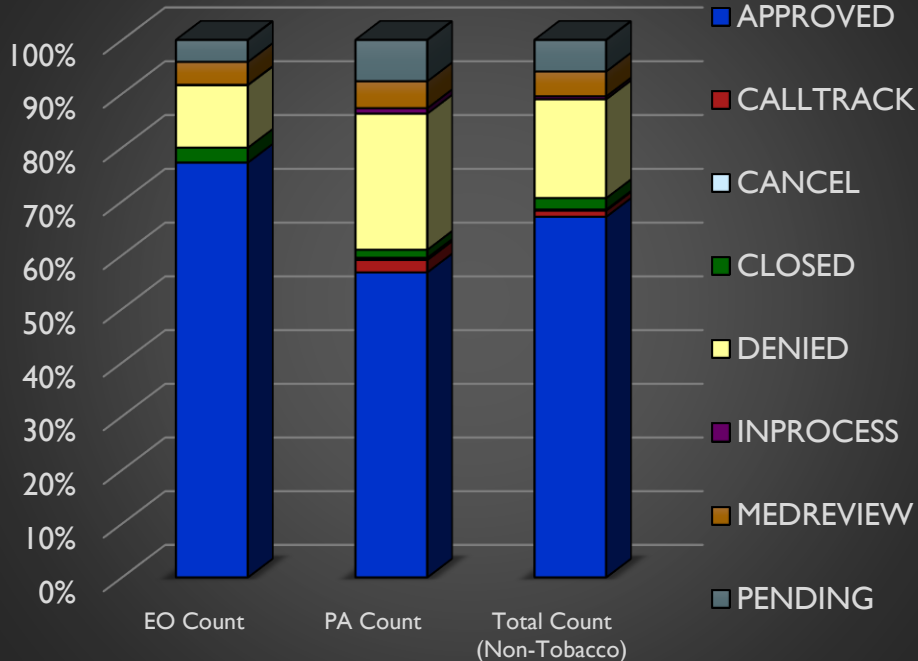
RDTP UPDATES

- ❖ Staffing changes
- ❖ New contract

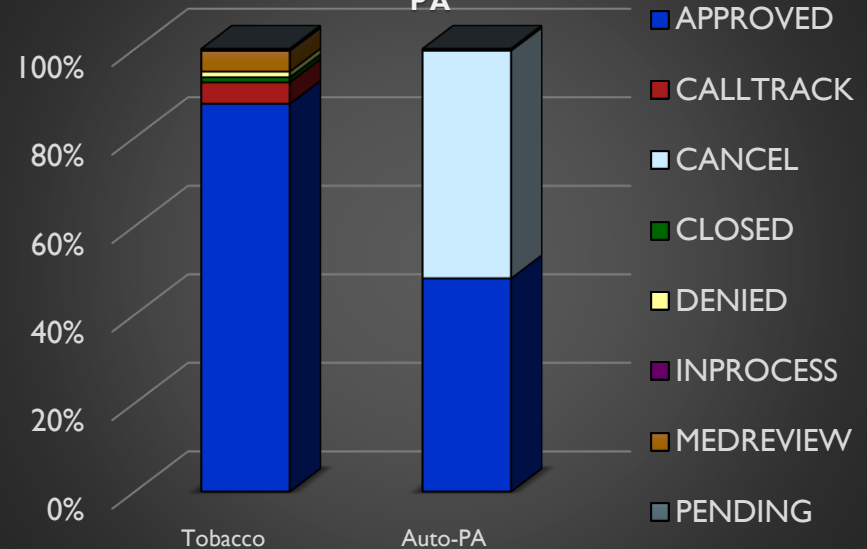
MAY 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,656	77.21%	4,774	56.80%	11,430	67.13%
DENIED	1,001	11.61%	2,126	25.29%	3,127	18.37%
PENDING	351	4.07%	645	7.67%	996	5.85%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	8,621	48.63% Of EO/PA total	8,405	47.41% Of EO/PA total	17,026	96.04%
# Member ID# s	6,926	1.24	7,117	1.18	14,043	1.21

Percentages for Non-Tobacco by Status and Type



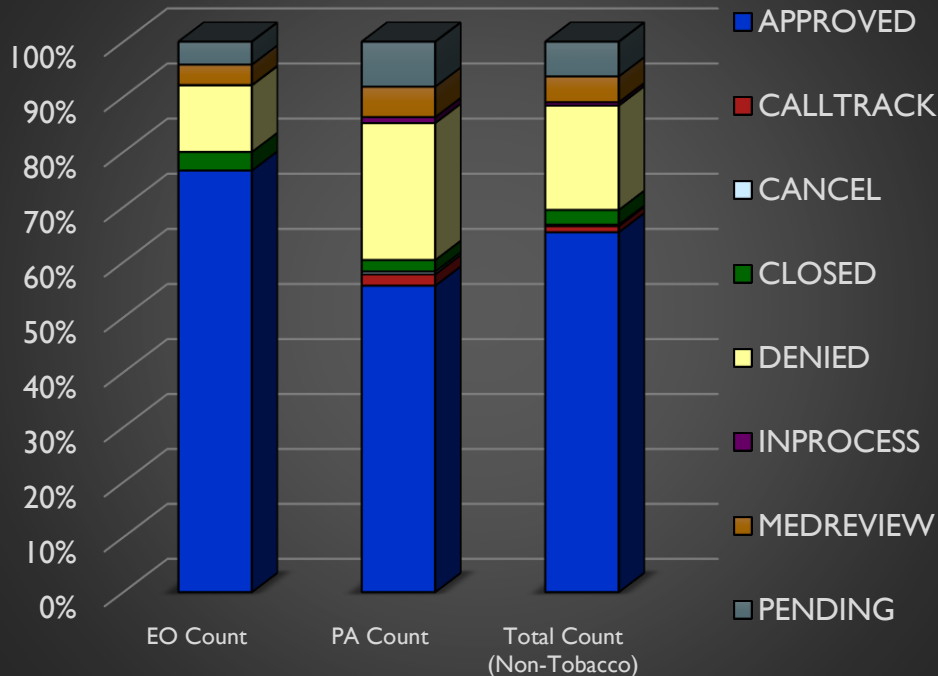
Percentages by Status for Tobacco and Auto-PA



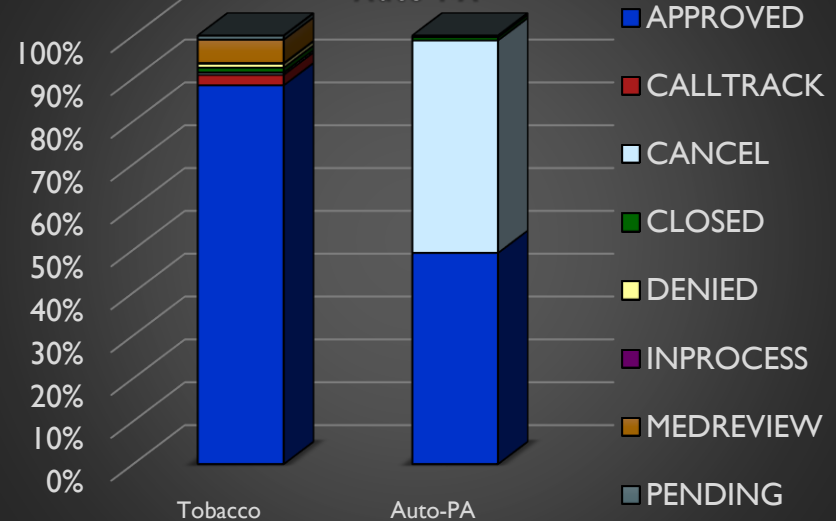
JUNE 2021 PROGRAM SUMMARY

Status	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,496	76.64%	5,465	55.75%	11,961	65.44%
DENIED	1,023	12.07%	2,434	24.83%	3,457	18.91%
PENDING	352	4.15%	799	8.15%	1,151	6.30%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	8,476	44.59% Of EO/PA total	9,802	51.56% Of EO/PA total	18,278	96.15%
# Member ID# s	6,819	1.24	8,041	1.22	14,860	1.23

Percentages for Non-Tobacco by Status and Type



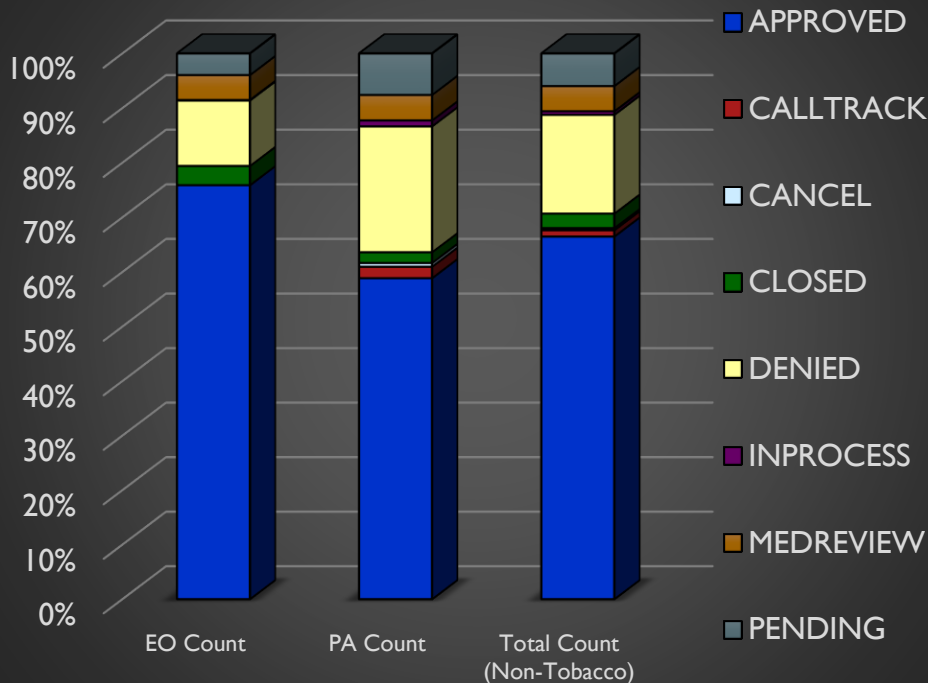
Percentages by Status for Tobacco and Auto-PA



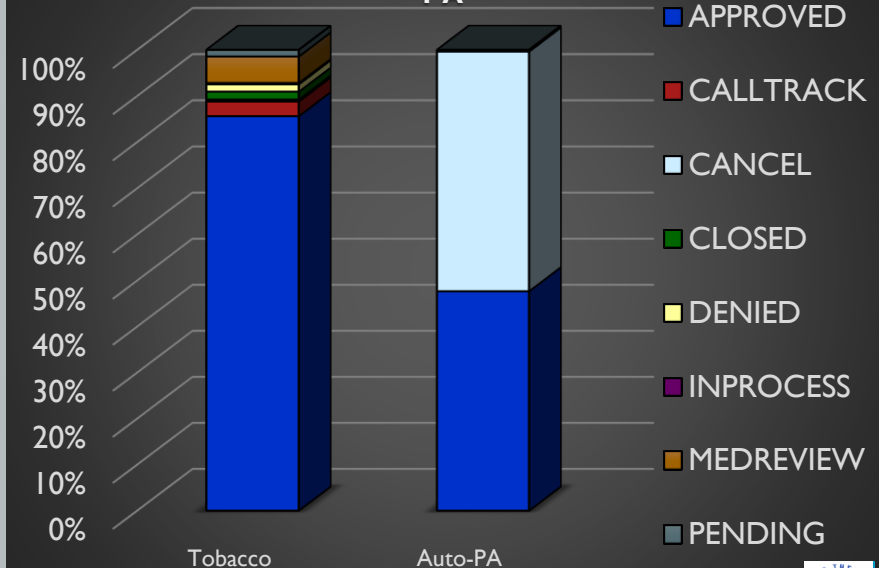
JULY 2021 PROGRAM SUMMARY

Status,	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,002	75.88%	5,740	58.87%	11,742	66.49%
DENIED	947	11.97%	2,246	23.03%	3,193	18.08%
PENDING	313	3.96%	740	7.59%	1,053	5.96%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,910	43.09% Of EO/PA total	9,751	53.12% Of EO/PA total	17,661	96.21%
# Member ID# s	6,403	1.24	8,152	1.20	14,555	1.21

Percentages for Non-Tobacco by Status and Type



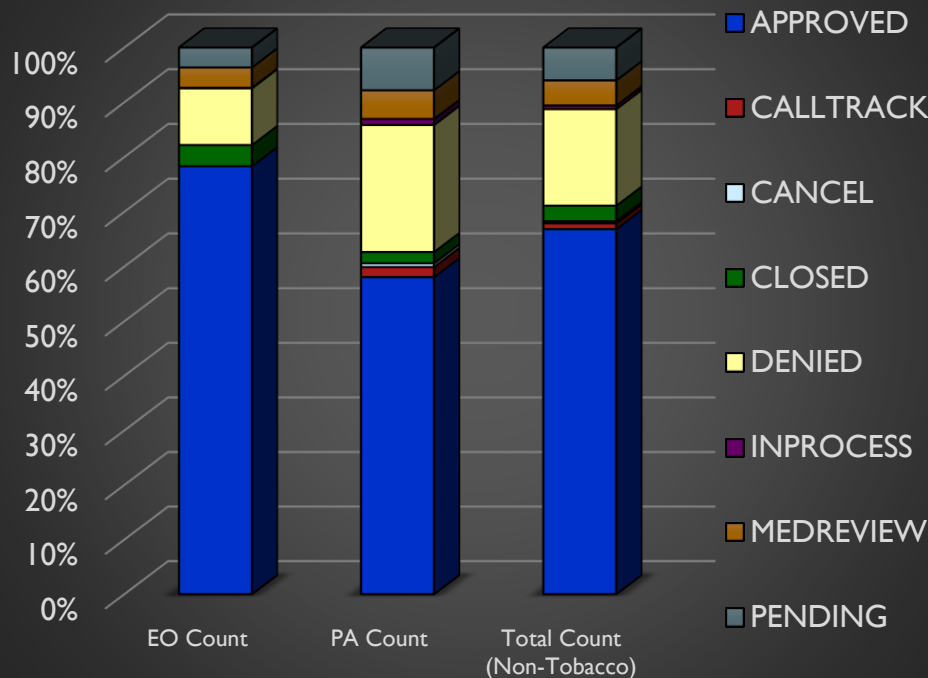
Percentages by Status for Tobacco and Auto-PA



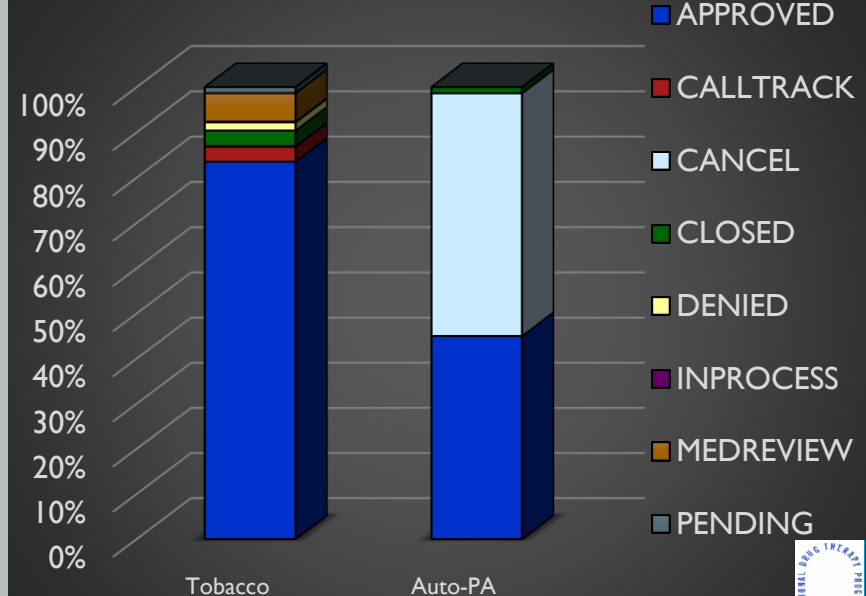
AUGUST 2021 PROGRAM SUMMARY

Status,	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	6,201	78.32%	6,009	58.07%	12,210	66.85%
DENIED	820	10.36%	2,400	23.19%	3,220	17.63%
PENDING	288	3.64%	807	7.80%	1,095	5.99%
Total Program Reviews <small>(including Calltrack, Cancel, Closed, Inprocess, and Medreview status)</small>	7,918	41.82% Of EO/PA total	10,348	54.65% Of EO/PA total	18,266	96.47%
# Member ID# s	6,349	1.25	8,564	1.21	14,913	1.22

Percentages for Non-Tobacco by Status and Type



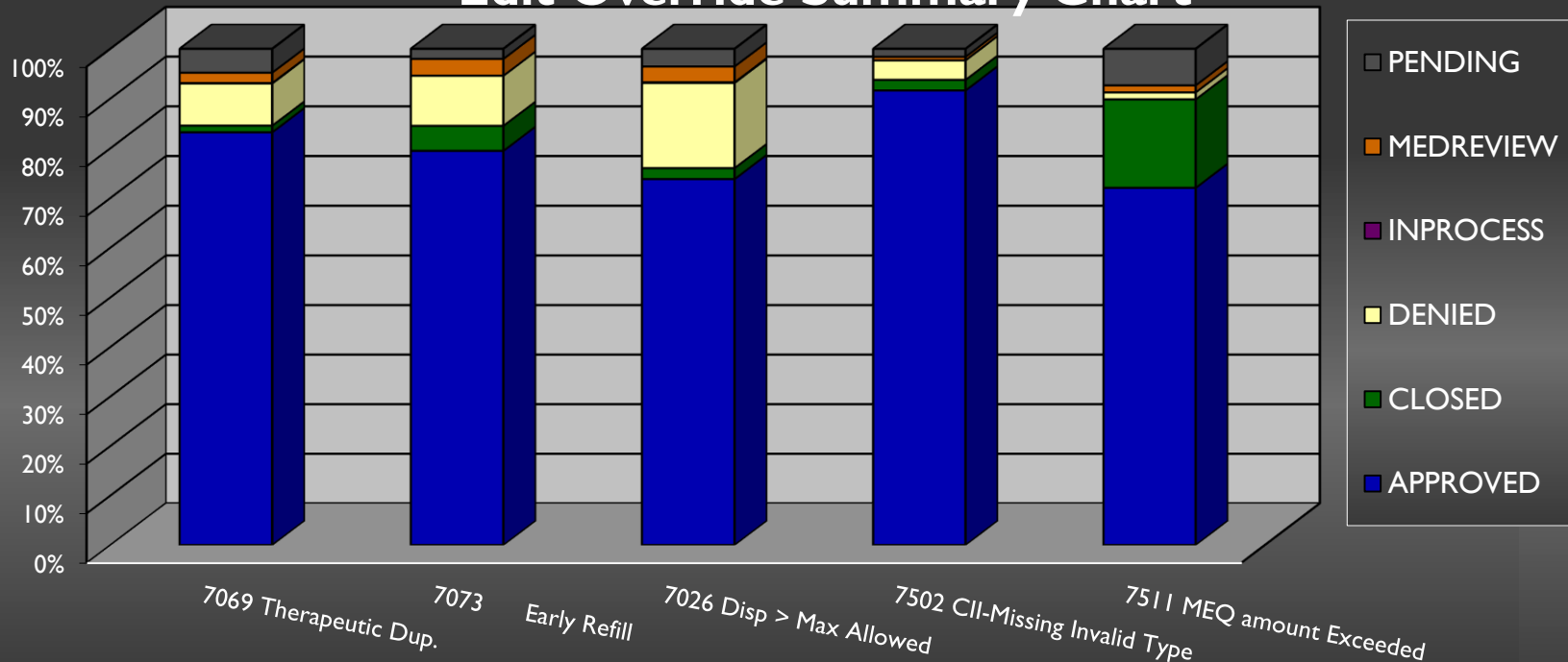
Percentages by Status for Tobacco and Auto-PA



MAY 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	83.21%	79.48%	73.81%	91.62%	72.03%
DENIED	8.49%	10.07%	17.14%	3.92%	1.41%
PENDING	4.79%	2.01%	3.55%	1.60%	7.34%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,735	1,886	817	561	354
% of TOTAL EO COUNT	40.50%	20.45%	8.86%	6.08%	3.84%

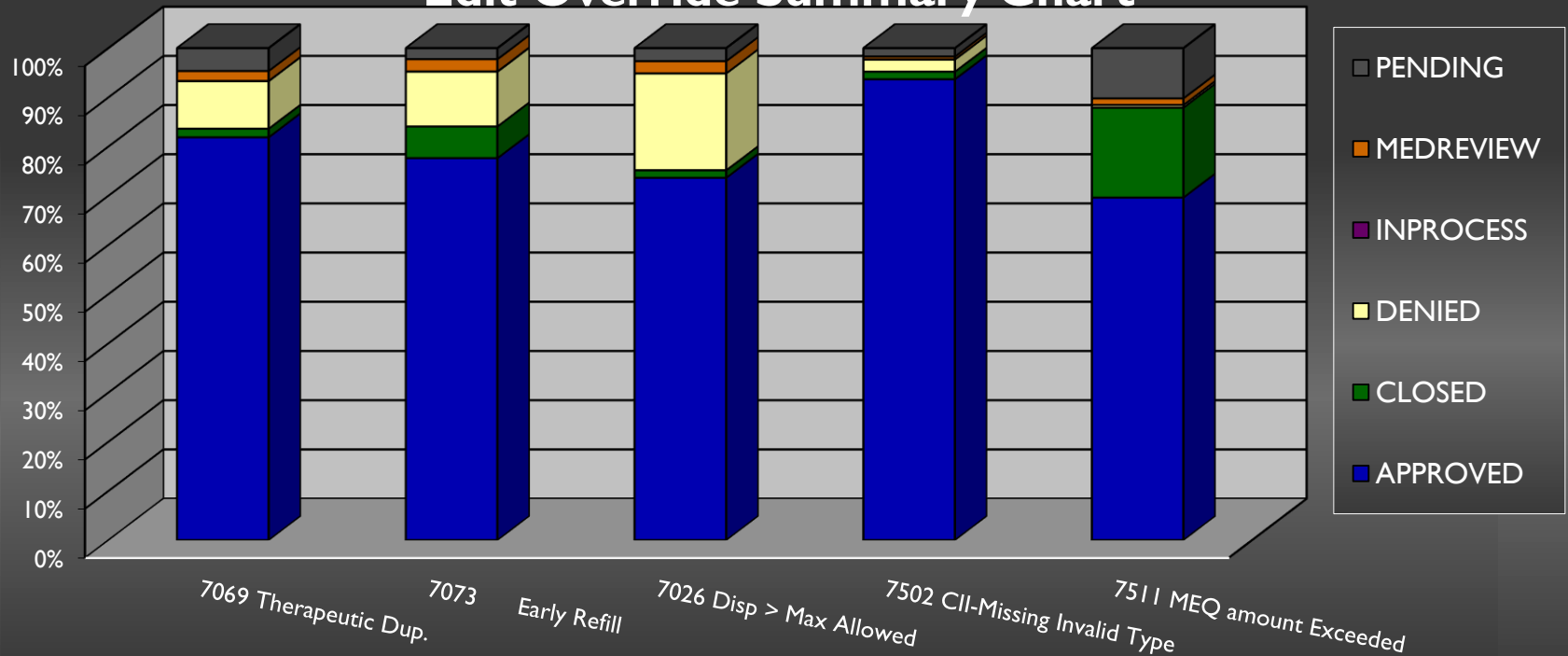
Edit Override Summary Chart



JUNE 2021 EDIT OVERRIDES

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	81.88%	77.64%	73.65%	93.68%	69.62%
DENIED	9.68%	11.13%	19.69%	2.47%	0.54%
PENDING	4.64%	2.24%	2.64%	1.69%	10.22%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,493	1,923	721	649	372
% of TOTAL EO COUNT	37.83%	20.83%	7.81%	7.03%	4.03%

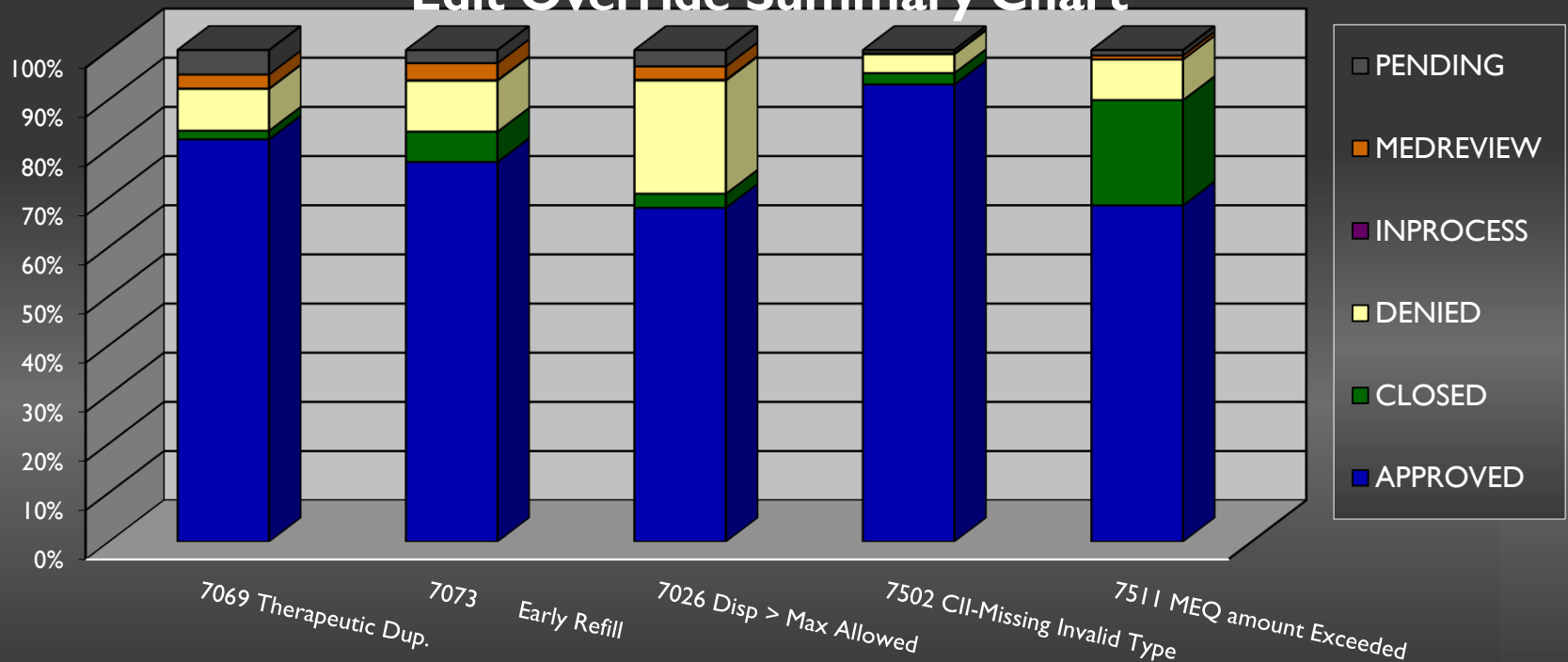
Edit Override Summary Chart



JULY 2021 EDIT OVERRIDES

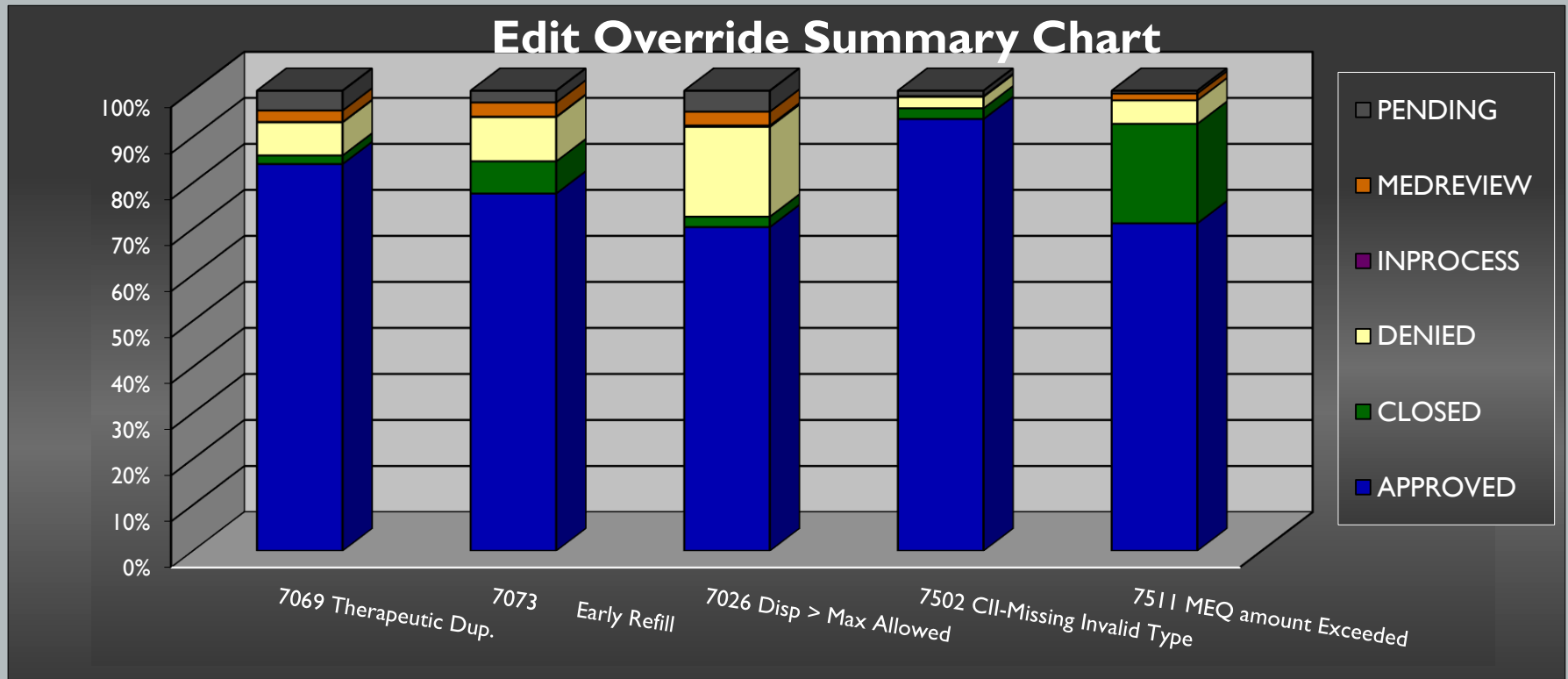
EO Status	7069 Ther.Dup	7073 Early Refill	7026 Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	81.82%	77.23%	67.91%	93.00%	68.41%
DENIED	8.50%	10.37%	23.02%	3.83%	8.24%
PENDING	4.97%	2.66%	3.31%	0.67%	1.10%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,257	1,880	695	600	364
% of TOTAL EO COUNT	37.31%	21.53%	7.96%	6.87%	4.17%

Edit Override Summary Chart



AUGUST 2021 EDIT OVERRIDES

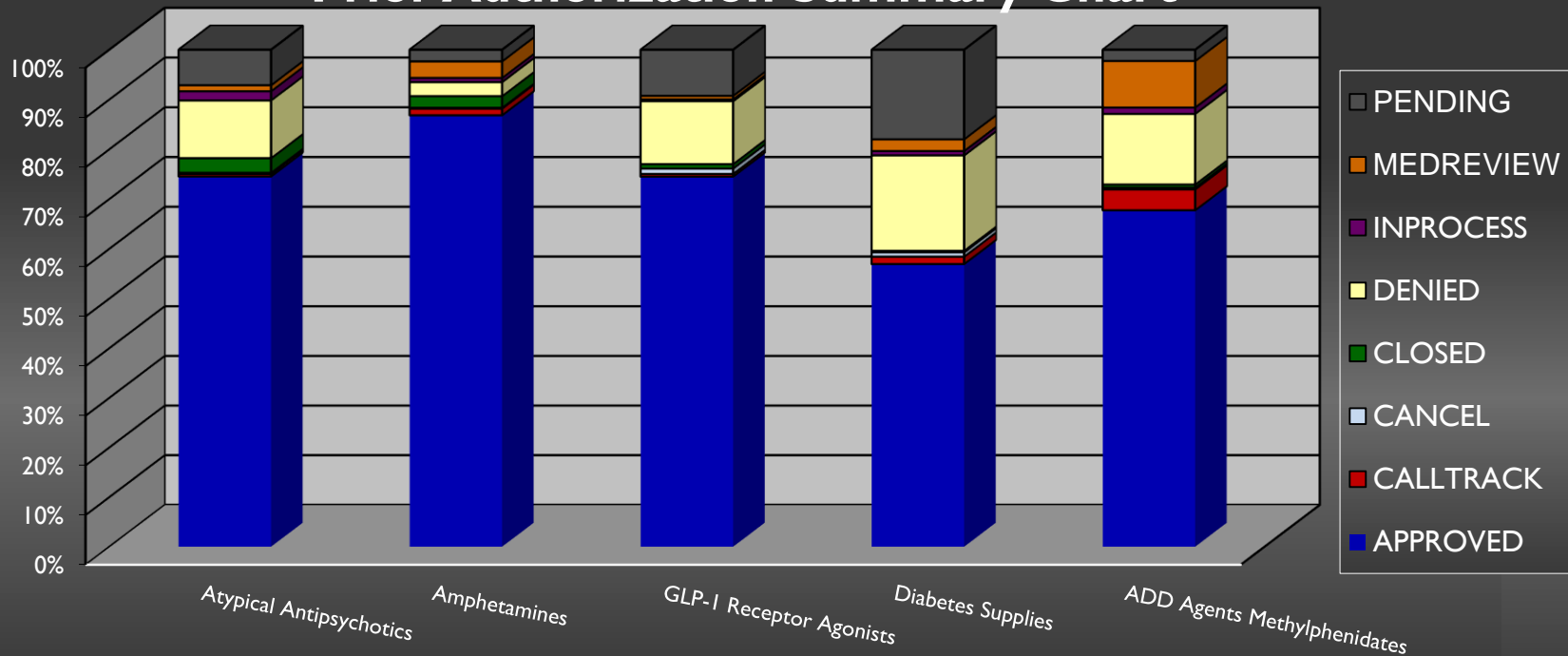
EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp > Exceeds Max	7502 CII Missing Invalid Type	7511 MME Exceeded
APPROVED	84.05%	77.65%	70.35%	93.85%	71.17%
DENIED	7.19%	9.61%	19.52%	2.49%	5.11%
PENDING	4.29%	2.56%	4.54%	1.16%	0.60%
Total EO's <small>(including, Closed, Inprocess, and Medreview status)</small>	3,311	1,915	661	602	333
% of TOTAL EO COUNT	38.27%	22.13%	7.64%	6.96%	3.85%



MAY 2021 PA STATS

EO Status	Atypical Antipsychotics	Amphetamines	GLP-I Receptor Agonists	Diabetic Supplies	ADD Agents Methylphenidates
APPROVED	74.54%	86.83%	74.51%	56.93%	67.74%
DENIED	11.61%	2.83%	12.66%	19.17%	14.19%
PENDING	7.13%	2.33%	9.27%	17.99%	2.26%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	982	600	561	339	310

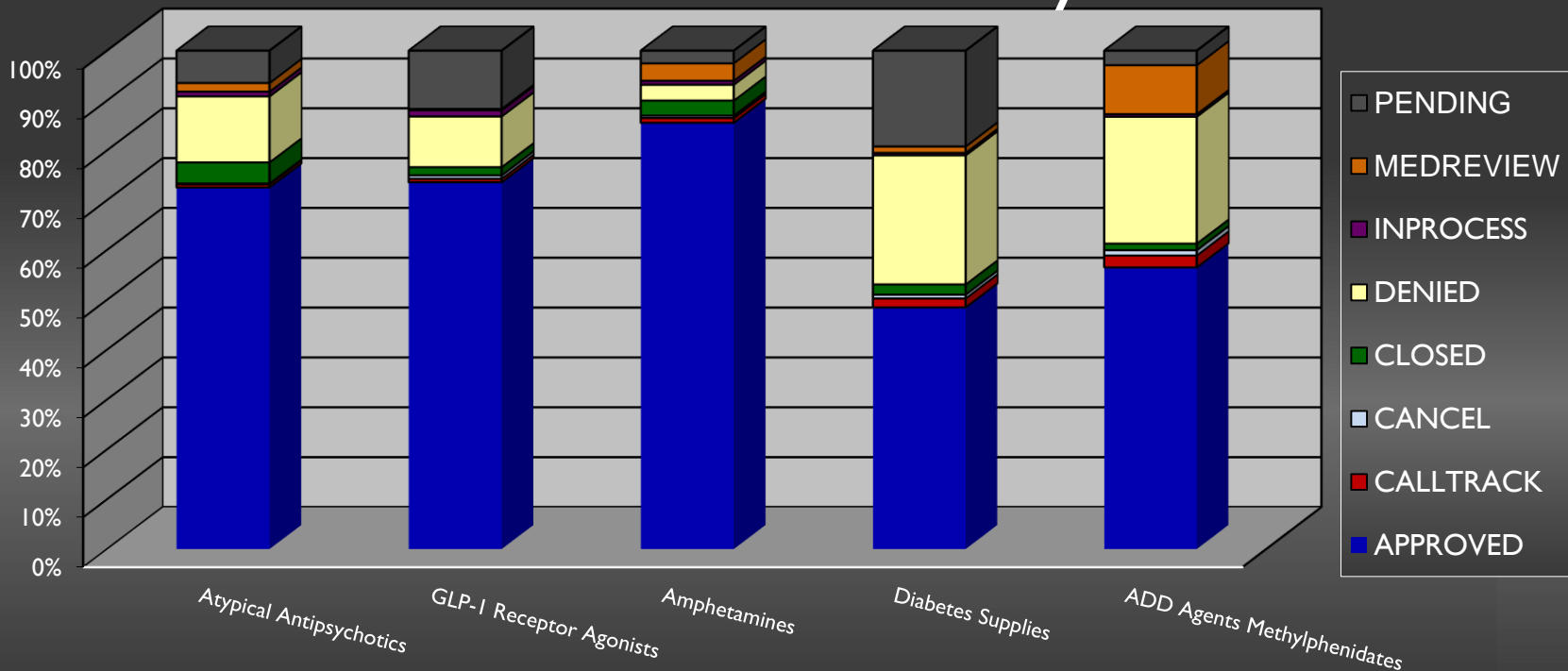
Prior Authorization Summary Chart



JUNE 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	Diabetes Supplies	ADD Agents Methylphenidates
APPROVED	72.55%	73.59%	85.53%	48.46%	56.50%
DENIED	13.25%	10.18%	3.18%	25.90%	25.46%
PENDING	6.49%	11.69%	2.54%	19.23%	2.92%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,155	727	629	390	377

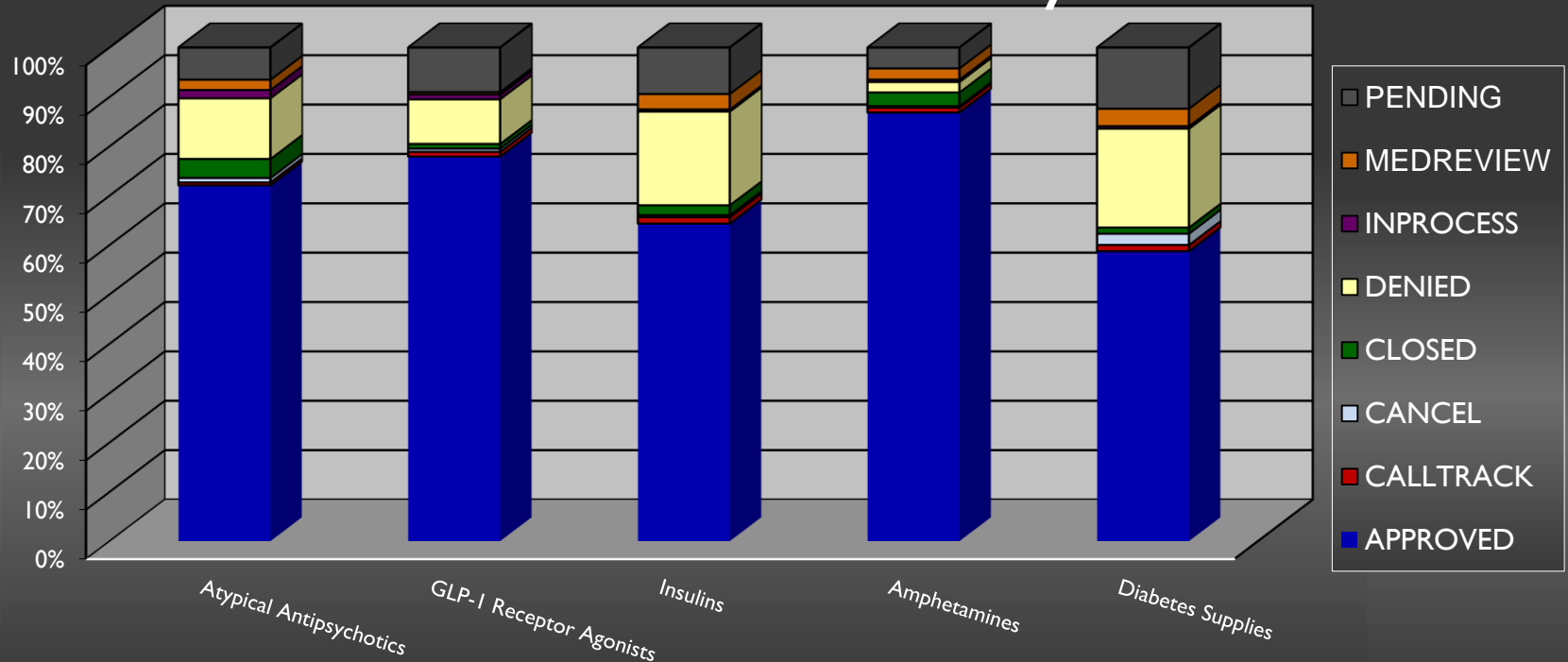
Prior Authorization Summary Chart



JULY 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Insulins	Amphetamines	Diabetes Supplies
APPROVED	72.08%	77.90%	64.34%	86.83%	58.73%
DENIED	12.28%	9.04%	18.97%	2.11%	20.00%
PENDING	6.53%	9.04%	9.42%	4.23%	12.41%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,010	819	701	615	395

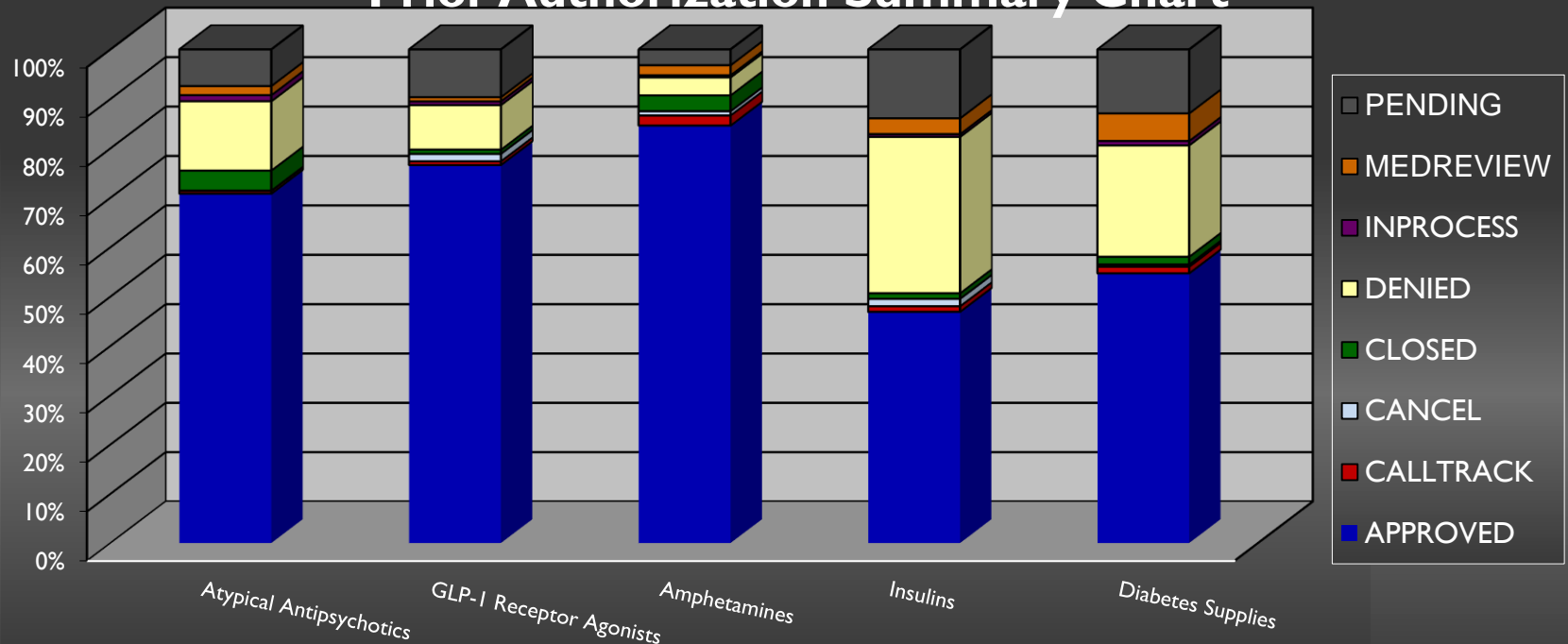
Prior Authorization Summary Chart



AUGUST 2021 PA STATS

EO Status	Atypical Antipsychotics	GLP-I Receptor Agonists	Amphetamines	Insulins	Diabetic Suplies
APPROVED	70.81%	76.61%	84.59%	46.89%	54.69%
DENIED	14.02%	9.01%	3.63%	31.64%	22.54%
PENDING	7.41%	9.66%	3.20%	13.94%	12.95%
Totals (including Calltrack, Cancel, Closed, Inprocess, Medreview status)	1,134	932	688	531	448

Prior Authorization Summary Chart



PHONE CALL REQUEST TURNAROUND

May 2021

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	6,860	0:23 sec	0:24 sec	3:00 min
DXC HelpDesk DUR Line	8,813	0:49 sec	0:50 sec	2:15 min

June 2021

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,389	0:17 sec	0:17 sec	2:59 min
DXC HelpDesk DUR Line	8,654	0:35 sec	0:36 sec	2:14 min

July 2021

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,787	0:20 sec	0:22 sec	3:00 min
DXC HelpDesk DUR Line	8,190	0:42 sec	0:46 sec	2:15 min

August 2021

	Calls Handled	Avg Speed of Answer	Avg Queue Time	Avg Handle Time
Medicaid PA Line	7,728	0:21 sec	0:21 sec	2:55 min
DXC HelpDesk DUR Line	8,026	0:42 sec	0:42 sec	2:11 min



NUMBER OF CONTACTS

	May 2021	June 2021	July 2021	August 2021
Less Than or Equal to 3 Notes Per Created EO-PA	97.13%	95.74 %	95.61%	95.06%

THANK YOU

❖ Any Questions?