



MO HealthNet
Drug Helpdesk Status Report

SUBJECT: February 1, 2010 - February 28, 2010

DATE: March 3, 2010

CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	8,898
<i>Total Approved Claims at Helpdesk</i>	6,403
<i>Total Denied Claims at Helpdesk</i>	2,495
<i>Total number of transactions completed by InfoX PA staff</i>	8,802
<i>Total number of transactions completed by the State PA staff</i>	96

CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	859	26	885
<i>5HT3 RECEPTOR</i>	181	80	261
<i>ACCUTANE</i>	90	0	90
<i>ACTIQ</i>	4	0	4
<i>ADHD</i>	924	91	1,015
<i>ALINIA</i>	1	1	2
<i>AMITIZA</i>	19	12	31
<i>ANTIBIOTIC PAK</i>	22	36	58
<i>ANTIPLATELET</i>	75	13	88
<i>BOTOX</i>	29	0	29
<i>COLD SORE</i>	14	19	33
<i>COMBUNOX</i>	0	1	1
<i>COUGH AND COLD</i>	3	2	5
<i>COX-2</i>	42	16	58
<i>DIFLUCAN</i>	18	28	46
<i>EMEND</i>	5	0	5
<i>EPOETIN</i>	26	6	32
<i>FORTEO</i>	1	0	1
<i>GARDASIL</i>	16	1	17

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>GENERIC OVERRIDES</i>	20	0	20
<i>GEODON INJ</i>	0	1	1
<i>GROWTH HORMONES</i>	8	2	10
<i>H PYLORI</i>	22	2	24
<i>H2 ANTAGONISTS</i>	84	49	133
<i>HYDROXYPROGESTERONE CAPROATE P</i>	21	1	22
<i>KLONOPIN WAFER</i>	11	4	15
<i>LACTULOSE</i>	59	31	90
<i>LYRICA</i>	54	28	82
<i>METHADONE</i>	27	0	27
<i>MIRALAX</i>	401	132	533
<i>MODAFINIL</i>	9	11	20
<i>NIRAVAM</i>	1	0	1
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	109	90	199
<i>NPD-ACE CCB COMBINATIONS</i>	1	0	1
<i>NPD-ACE INHIBITORS</i>	11	10	21
<i>NPD-ALZHEIMERS AGENTS</i>	0	1	1
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	4	5	9
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	0	3	3
<i>NPD-ANTIFUNGAL</i>	11	5	16
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	142	24	166
<i>NPD-BETA ADRENERGIC-SHORT ACTING</i>	4	6	10
<i>NPD-BETA BLOCKERS</i>	12	9	21
<i>NPD-BIGUANIDES</i>	3	1	4
<i>NPD-BONE DEOSSIFICATION</i>	0	1	1
<i>NPD-CCB - DHP</i>	0	1	1
<i>NPD-CCB - NONDHP</i>	21	9	30
<i>NPD-COPD ANTICHOLINERGICS</i>	3	6	9
<i>NPD-DMARDS</i>	33	4	37
<i>NPD-ELECTROLYTE DEPLETERS</i>	5	10	15
<i>NPD-FLUOROQUINOLONES</i>	70	57	127
<i>NPD-HERPES ANTIVIRALS</i>	0	1	1
<i>NPD-HMG</i>	39	18	57
<i>NPD-INHALED CORTICOSTEROIDS</i>	5	17	22
<i>NPD-INSULINS - RAPID ACTING</i>	2	4	6
<i>NPD-INTRANASAL STEROIDS</i>	14	22	36
<i>NPD-LONG ACTING NARCOTICS</i>	29	12	41
<i>NPD-MACROLIDES</i>	32	4	36

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NPD-MEGLITINIDES</i>	<i>1</i>	<i>1</i>	<i>2</i>
<i>NPD-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	<i>1</i>	<i>8</i>	<i>9</i>
<i>NPD-OPHTHALMIC MAST CELL STABILIZER</i>	<i>2</i>	<i>1</i>	<i>3</i>
<i>NPD-OPHTHALMIC NSAIDS</i>	<i>0</i>	<i>6</i>	<i>6</i>
<i>NPD-OPHTHALMIC QUINOLONE</i>	<i>5</i>	<i>16</i>	<i>21</i>
<i>NPD-OTIC QUINOLONE</i>	<i>0</i>	<i>19</i>	<i>19</i>
<i>NPD-PPI</i>	<i>656</i>	<i>341</i>	<i>997</i>
<i>NPD-SEDATIVE HYPNOTICS</i>	<i>6</i>	<i>28</i>	<i>34</i>
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	<i>8</i>	<i>7</i>	<i>15</i>
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	<i>0</i>	<i>2</i>	<i>2</i>
<i>NPD-TOPICAL PSORIASIS</i>	<i>2</i>	<i>1</i>	<i>3</i>
<i>NPD-TOPICAL RETINOID</i>	<i>15</i>	<i>21</i>	<i>36</i>
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	<i>16</i>	<i>21</i>	<i>37</i>
<i>NPD-TRIPTANS</i>	<i>57</i>	<i>20</i>	<i>77</i>
<i>NPD-ULCERATIVE COLITIS ORAL</i>	<i>7</i>	<i>16</i>	<i>23</i>
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	<i>3</i>	<i>19</i>	<i>22</i>
<i>NPD-VAGINAL ANTIBIOTICS</i>	<i>0</i>	<i>6</i>	<i>6</i>
<i>NSAID - NON-SELECTIVE</i>	<i>215</i>	<i>210</i>	<i>425</i>
<i>ORLISTAT [XENICAL]</i>	<i>0</i>	<i>4</i>	<i>4</i>
<i>OTC</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	<i>2</i>	<i>4</i>	<i>6</i>
<i>PDL-ANTIDIABETIC COMBINATION</i>	<i>20</i>	<i>1</i>	<i>21</i>
<i>PDL-ANTIFUNGAL</i>	<i>12</i>	<i>18</i>	<i>30</i>
<i>PDL-DIRECT RENIN</i>	<i>5</i>	<i>9</i>	<i>14</i>
<i>PDL-DMARDS</i>	<i>7</i>	<i>2</i>	<i>9</i>
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	<i>6</i>	<i>7</i>	<i>13</i>
<i>PDL-LIPOTROPICS</i>	<i>2</i>	<i>2</i>	<i>4</i>
<i>PDL-LONG ACTING NARCOTICS</i>	<i>139</i>	<i>2</i>	<i>141</i>
<i>PDL-PLATELET INHIBITOR AGENT</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>PDL-PPI</i>	<i>312</i>	<i>81</i>	<i>393</i>
<i>PDL-PULMONARY HYPERTENSION</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	<i>18</i>	<i>281</i>	<i>299</i>
<i>PDL-TOPICAL RETINOID</i>	<i>117</i>	<i>45</i>	<i>162</i>
<i>PDL-TRIPTANS</i>	<i>279</i>	<i>94</i>	<i>373</i>
<i>PDL-ULCERATIVE COLITIS ORAL</i>	<i>5</i>	<i>2</i>	<i>7</i>
<i>PPI</i>	<i>0</i>	<i>2</i>	<i>2</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>REVATIO</i>	3	2	5
<i>SSRI</i>	189	87	276
<i>SUBUTEX_SUBOXONE</i>	375	0	375
<i>SUCRALFATE</i>	35	38	73
<i>SYNAGIS</i>	121	9	130
<i>TCA</i>	0	2	2
<i>THIAZOLIDINEDIONES</i>	64	12	76
<i>TINDAMAX</i>	8	5	13
<i>TRAMADOL</i>	60	116	176
<i>TRIPTANS</i>	2	0	2
<i>VIVITROL</i>	4	4	8
<i>VORICONAZOLE</i>	3	0	3
<i>XANAX XR</i>	1	10	11
<i>XOLAIR</i>	14	0	14
<i>ZOMETA</i>	2	0	2
<i>ZOSTAVAX</i>	1	0	1
<i>ZYPREXA</i>	1	0	1

Utilization Indicators	Total
<i>Average number of transactions per day</i>	318
<i>Override approval rate for clinical edits</i>	72.0 %

EARLY REFILL, DOSE OPTIMIZATION, HOSPICE, 15-DAY LIMITATION, AND EXCEPTION 716 PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	2,592
<i>Total Approved Claims at Helpdesk</i>	2,540
<i>Total Denied Claims at Helpdesk</i>	52
<i>Total number of transactions completed by InfoX PA staff</i>	2,535
<i>Total number of transactions completed by the State PA staff</i>	57

Early Refill	Total
<i>Early Refill Authorization Requests</i>	<i>1,716</i>
<i>Early Refill Approvals</i>	<i>1,610</i>
<i>Approvals Due to Vacation Supply</i>	<i>58</i>
<i>Approvals Due to Lost Prescription</i>	<i>407</i>
<i>Approvals Due to Therapy Change</i>	<i>680</i>
<i>Approvals Due to Starter Dose</i>	<i>1</i>
<i>Approvals Due to Medically Necessary</i>	<i>464</i>
<i>Early Refill Administrative Approvals</i>	<i>59</i>
<i>Early Refill Denials</i>	<i>47</i>

Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	<i>835</i>
<i>Dose Optimization Approvals</i>	<i>830</i>
<i>Dose Optimization Denials</i>	<i>5</i>

Exception 716 Override	Total
<i>Drug Approval for larger quantities</i>	<i>1</i>
<i>Drug Denial for larger quantities</i>	<i>0</i>

Exception 713 Override	Total
<i>Drug Not Related to Terminal Illness - Approved</i>	<i>12</i>
<i>Drug Related to Terminal Illness - Denied</i>	<i>0</i>

Exception 712 Override	Total
<i>Drug Therapy Approved for > 15 Days</i>	<i>20</i>
<i>Drug Therapy Denied for > 15 Days</i>	<i>0</i>

Early Refill, Dose Optimization, Exceptions 716, 713, and 712 Utilization Indicators	Total
<i>Average number of transactions per day</i>	<i>92.6</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>98 %</i>