



MO HealthNet
Drug Helpdesk Status Report

SUBJECT: May 1, 2010 - May 31, 2010

DATE: June 7, 2010

CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	<i>8,000</i>
<i>Total Approved Claims at Helpdesk</i>	<i>5,741</i>
<i>Total Denied Claims at Helpdesk</i>	<i>2,259</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>7,882</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>118</i>

CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	<i>358</i>	<i>28</i>	<i>386</i>
<i>5HT3 RECEPTOR</i>	<i>203</i>	<i>38</i>	<i>241</i>
<i>ACCUTANE</i>	<i>91</i>	<i>0</i>	<i>91</i>
<i>ACTIQ</i>	<i>4</i>	<i>0</i>	<i>4</i>
<i>ADHD</i>	<i>868</i>	<i>50</i>	<i>918</i>
<i>ALINIA</i>	<i>5</i>	<i>1</i>	<i>6</i>
<i>AMITIZA</i>	<i>21</i>	<i>5</i>	<i>26</i>
<i>ANTIBIOTIC PAK</i>	<i>100</i>	<i>85</i>	<i>185</i>
<i>ANTIPLATELET</i>	<i>75</i>	<i>8</i>	<i>83</i>
<i>BARBITURATES</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>BIDIL</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>BOTOX</i>	<i>36</i>	<i>0</i>	<i>36</i>
<i>COLD SORE</i>	<i>8</i>	<i>8</i>	<i>16</i>
<i>COUGH AND COLD</i>	<i>2</i>	<i>1</i>	<i>3</i>
<i>COX-2</i>	<i>46</i>	<i>14</i>	<i>60</i>
<i>DIFLUCAN</i>	<i>13</i>	<i>32</i>	<i>45</i>
<i>EMEND</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>EPOETIN</i>	<i>13</i>	<i>6</i>	<i>19</i>
<i>FORTEO</i>	<i>3</i>	<i>1</i>	<i>4</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>GARDASIL</i>	4	0	4
<i>GENERIC OVERRIDES</i>	19	0	19
<i>GEODON INJ</i>	1	2	3
<i>GROWTH HORMONES</i>	3	5	8
<i>H PYLORI</i>	23	6	29
<i>H2 ANTAGONISTS</i>	75	38	113
<i>HYDROXYPROGESTERONE CAPROATE P</i>	18	0	18
<i>KLONOPIN WAFER</i>	12	2	14
<i>LACTULOSE</i>	83	27	110
<i>LYRICA</i>	80	17	97
<i>METHADONE</i>	37	1	38
<i>MIRALAX</i>	368	105	473
<i>MODAFINIL</i>	13	0	13
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	217	169	386
<i>NPD-ACE CCB COMBINATIONS</i>	2	1	3
<i>NPD-ACE INHIBITORS</i>	12	9	21
<i>NPD-ALPHA GLUCOSIDASE INHIBITORS</i>	0	4	4
<i>NPD-ALZHEIMERS AGENTS</i>	1	0	1
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	2	5	7
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	13	2	15
<i>NPD-ANTIFUNGAL</i>	6	9	15
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	88	10	98
<i>NPD-BETA ADRENERGIC-SHORT ACTING</i>	75	1	76
<i>NPD-BETA BLOCKERS</i>	16	12	28
<i>NPD-BIGUANIDES</i>	3	0	3
<i>NPD-BONE DEOSSIFICATION</i>	1	0	1
<i>NPD-CCB - DHP</i>	4	5	9
<i>NPD-CCB - NONDHP</i>	29	8	37
<i>NPD-COPD ANTICHOLINERGICS</i>	1	4	5
<i>NPD-DMARDS</i>	18	10	28
<i>NPD-ELECTROLYTE DEPLETERS</i>	3	11	14
<i>NPD-EPINEPHRINE SELF INJ</i>	1	0	1
<i>NPD-FLUOROQUINOLONES</i>	92	55	147
<i>NPD-HERPES ANTIVIRALS</i>	0	3	3
<i>NPD-HMG</i>	36	24	60
<i>NPD-INHALED CORTICOSTEROIDS</i>	9	20	29
<i>NPD-INSULINS</i>	1	1	2
<i>NPD-INSULINS - RAPID ACTING</i>	7	2	9

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NPD-INTRANASAL STEROIDS</i>	54	31	85
<i>NPD-LONG ACTING NARCOTICS</i>	26	13	39
<i>NPD-MACROLIDES</i>	44	2	46
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	1	21	22
<i>NPD-OPHTHALMIC MAST CELL STABILIZER</i>	1	1	2
<i>NPD-OPHTHALMIC NSAIDS</i>	0	3	3
<i>NPD-OPHTHALMIC QUINOLONE</i>	0	11	11
<i>NPD-OTIC QUINOLONE</i>	2	21	23
<i>NPD-PPI</i>	644	252	896
<i>NPD-PULMONARY HTN</i>	1	1	2
<i>NPD-SEDATIVE HYPNOTICS</i>	11	29	40
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	7	11	18
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	0	2	2
<i>NPD-TOPICAL PSORIASIS</i>	1	1	2
<i>NPD-TOPICAL RETINOID</i>	12	29	41
<i>NPD-TRAMADOL</i>	52	51	103
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	10	22	32
<i>NPD-TRIPTANS</i>	69	14	83
<i>NPD-ULCERATIVE COLITIS ORAL</i>	7	9	16
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	2	19	21
<i>NPD-VAGINAL ANTIBIOTICS</i>	0	7	7
<i>NSAID - NON-SELECTIVE</i>	230	158	388
<i>ORLISTAT [XENICAL]</i>	0	1	1
<i>PDL-2ND GENERATION ANTIHISTAMINES</i>	1	0	1
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	3	0	3
<i>PDL-ANTIDIABETIC COMBINATION</i>	7	0	7
<i>PDL-ANTIFUNGAL</i>	27	23	50
<i>PDL-DIRECT RENIN</i>	1	2	3
<i>PDL-DMARDS</i>	8	2	10
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	5	7	12
<i>PDL-LIPOTROPICS</i>	1	1	2
<i>PDL-LONG ACTING NARCOTICS</i>	120	2	122
<i>PDL-PLATELET INHIBITOR AGENT</i>	3	0	3
<i>PDL-PPI</i>	336	59	395
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	15	244	259
<i>PDL-TOPICAL RETINOID</i>	101	22	123
<i>PDL-TRAMADOL</i>	137	109	246
<i>PDL-TRIPTANS</i>	221	59	280

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>PDL-ULCERATIVE COLITIS ORAL</i>	0	3	3
<i>REVATIO</i>	2	3	5
<i>SELZENTRY</i>	5	2	7
<i>SSRI</i>	141	80	221
<i>SUBUTEX_SUBOXONE</i>	92	0	92
<i>SUCRALFATE</i>	55	53	108
<i>SYNAGIS</i>	2	1	3
<i>TCA</i>	2	0	2
<i>THIAZOLIDINEDIONES</i>	18	8	26
<i>TINDAMAX</i>	5	2	7
<i>TRAMADOL</i>	7	9	16
<i>TRIPTANS</i>	1	0	1
<i>VIVITROL</i>	3	5	8
<i>VORICONAZOLE</i>	6	0	6
<i>XANAX XR</i>	6	6	12
<i>XOLAIR</i>	9	1	10
<i>ZOMETA</i>	1	0	1
<i>ZYPREXA</i>	0	1	1

Utilization Indicators	Total
<i>Average number of transactions per day</i>	258
<i>Override approval rate for clinical edits</i>	71.8 %

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

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	3,500
<i>Total Approved Claims at Helpdesk</i>	3,454
<i>Total Denied Claims at Helpdesk</i>	46
<i>Total number of transactions completed by InfoX PA staff</i>	3,482
<i>Total number of transactions completed by the State PA staff</i>	18

Early Refill	Total
<i>Early Refill Authorization Requests</i>	2,478
<i>Early Refill Approvals</i>	2,357
<i>Approvals Due to Vacation Supply</i>	279
<i>Approvals Due to Lost Prescription</i>	525
<i>Approvals Due to Therapy Change</i>	972
<i>Approvals Due to Starter Dose</i>	1
<i>Approvals Due to Medically Necessary</i>	580
<i>Early Refill Administrative Approvals</i>	79
<i>Early Refill Denials</i>	42

Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	993
<i>Dose Optimization Approvals</i>	989
<i>Dose Optimization Denials</i>	4

Exception 716 Override	Total
<i>Drug Approval for larger quantities</i>	3
<i>Drug Denial for larger quantities</i>	0

Exception 713 Override	Total
<i>Drug Not Related to Terminal Illness - Approved</i>	8
<i>Drug Related to Terminal Illness - Denied</i>	0

Exception 712 Override	Total
<i>Drug Therapy Approved for > 15 Days</i>	13
<i>Drug Therapy Denied for > 15 Days</i>	0

Early Refill, Dose Optimization, Exceptions 716, 713, and 712 Utilization Indicators	Total
<i>Average number of transactions per day</i>	112.9
<i>Override approval rate for ER and Dose Opt edits</i>	99 %