



**State of Missouri Medicaid**  
*Helpdesk Status Report*

**SUBJECT:** February 1, 2011 - February 28, 2011

**DATE:** March 1, 2011

**CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW**

<b>Helpdesk Transactions</b>	<b>Total</b>
<i>Total Helpdesk Transaction Count</i>	<i>11,421</i>
<i>Total Approved Claims at Helpdesk</i>	<i>8,655</i>
<i>Total Denied Claims at Helpdesk</i>	<i>2,766</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>10,756</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>665</i>

**CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS**

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>NEW DRUG - MISSOURI</i>	<i>286</i>	<i>30</i>	<i>316</i>
<i>5HT3 RECEPTOR</i>	<i>104</i>	<i>2</i>	<i>106</i>
<i>ACUTANE</i>	<i>74</i>	<i>0</i>	<i>74</i>
<i>ADHD</i>	<i>1,178</i>	<i>46</i>	<i>1,224</i>
<i>ALINIA</i>	<i>9</i>	<i>0</i>	<i>9</i>
<i>AMITIZA</i>	<i>24</i>	<i>7</i>	<i>31</i>
<i>ANTIBIOTIC PAK</i>	<i>63</i>	<i>43</i>	<i>106</i>
<i>ANTIPLATELET</i>	<i>55</i>	<i>5</i>	<i>60</i>
<i>BARBITURATES</i>	<i>66</i>	<i>0</i>	<i>66</i>
<i>BIDIL</i>	<i>3</i>	<i>2</i>	<i>5</i>
<i>BOTOX</i>	<i>24</i>	<i>1</i>	<i>25</i>
<i>BUTORPHANOL</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>COLD SORE</i>	<i>16</i>	<i>19</i>	<i>35</i>
<i>COMBUNOX</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>COUGH AND COLD</i>	<i>0</i>	<i>3</i>	<i>3</i>
<i>COX-2</i>	<i>43</i>	<i>18</i>	<i>61</i>
<i>DIFLUCAN</i>	<i>12</i>	<i>29</i>	<i>41</i>
<i>EMEND</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>EPOETIN</i>	<i>5</i>	<i>1</i>	<i>6</i>

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>EQUETRO</i>	4	0	4
<i>FORTEO</i>	1	0	1
<i>GARDASIL</i>	7	0	7
<i>GENERIC OVERRIDES</i>	21	1	22
<i>GEODON INJ</i>	1	3	4
<i>GROWTH HORMONES</i>	5	2	7
<i>H PYLORI</i>	28	6	34
<i>H2 ANTAGONISTS</i>	84	62	146
<i>HYDROXYPROGESTERONE CAPROATE P</i>	2	0	2
<i>KLONOPIN WAFER</i>	11	3	14
<i>LACTULOSE</i>	77	29	106
<i>LYRICA</i>	141	90	231
<i>MEGESTROL</i>	13	20	33
<i>METHADONE</i>	36	1	37
<i>MIRALAX</i>	424	125	549
<i>MODAFINIL</i>	12	1	13
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	180	98	278
<i>NPD-ACE CCB COMBINATIONS</i>	2	1	3
<i>NPD-ACE INHIBITORS</i>	19	7	26
<i>NPD-ALPHA GLUCOSIDASE INHIBITORS</i>	2	2	4
<i>NPD-ALZHEIMERS AGENTS</i>	2	1	3
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	2	5	7
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	32	1	33
<i>NPD-ANTIFUNGAL</i>	4	6	10
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	77	19	96
<i>NPD-BETA ADRENERGIC-SHORT ACTING</i>	0	4	4
<i>NPD-BETA BLOCKERS</i>	13	29	42
<i>NPD-BIGUANIDES</i>	2	0	2
<i>NPD-BONE DEOSSIFICATION</i>	26	17	43
<i>NPD-CCB - DHP</i>	3	4	7
<i>NPD-CCB - NONDHP</i>	1	1	2
<i>NPD-COPD ANTICHOLINERGICS</i>	3	9	12
<i>NPD-DMARDS</i>	30	12	42
<i>NPD-DPP IV INHIBITORS</i>	2	7	9
<i>NPD-ELECTROLYTE DEPLETERS</i>	4	6	10
<i>NPD-EPINEPHRINE SELF INJ</i>	0	1	1
<i>NPD-FLUOROQUINOLONES</i>	79	45	124
<i>NPD-HERPES ANTIVIRALS</i>	0	1	1

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>NPD-HMG</i>	43	35	78
<i>NPD-INHALED CORTICOSTEROIDS</i>	7	23	30
<i>NPD-INSULINS - MIX</i>	1	0	1
<i>NPD-INSULINS - RAPID ACTING</i>	6	3	9
<i>NPD-INTRANASAL ANTIHISTAMINE</i>	85	42	127
<i>NPD-INTRANASAL STEROIDS</i>	13	27	40
<i>NPD-LEUKOTRIENE</i>	1	0	1
<i>NPD-LIPOTROPICS</i>	1	0	1
<i>NPD-LONG ACTING NARCOTICS</i>	161	7	168
<i>NPD-LOW MOLECULAR WEIGHT HEPARINS</i>	3	2	5
<i>NPD-MACROLIDES</i>	50	7	57
<i>NPD-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	1	3	4
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	0	4	4
<i>NPD-OPHTHALMIC NSAIDS</i>	0	6	6
<i>NPD-OPHTHALMIC QUINOLONE</i>	2	12	14
<i>NPD-OTIC QUINOLONE</i>	1	10	11
<i>NPD-PLATELET INHIBITOR AGENT</i>	5	1	6
<i>NPD-PPI</i>	431	319	750
<i>NPD-PULMONARY HTN</i>	1	2	3
<i>NPD-RIBAVIRINS</i>	0	1	1
<i>NPD-SEDATIVE HYPNOTICS</i>	16	28	44
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	6	111	117
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	0	1	1
<i>NPD-TOPICAL BENZOYL COMB</i>	2	6	8
<i>NPD-TOPICAL PSORIASIS</i>	4	4	8
<i>NPD-TOPICAL RETINOID</i>	20	31	51
<i>NPD-TRAMADOL</i>	12	23	35
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	20	52	72
<i>NPD-TRIPTANS</i>	61	34	95
<i>NPD-ULCERATIVE COLITIS ORAL</i>	5	2	7
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	6	26	32
<i>NPD-VAGINAL ANTIBIOTICS</i>	0	5	5
<i>NSAID - NON-SELECTIVE</i>	108	178	286
<i>OTC</i>	2	0	2
<i>PDL-ACE INHIBITORS</i>	1	0	1
<i>PDL-AMYLIN ANALOG</i>	1	1	2
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	8	1	9

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>PDL-ANTIDIABETIC COMBINATION</i>	6	0	6
<i>PDL-ANTIFUNGAL</i>	13	19	32
<i>PDL-BETA ADRENERGIC-SHORT ACTING</i>	204	0	204
<i>PDL-DIRECT RENIN</i>	2	1	3
<i>PDL-DMARDS</i>	17	1	18
<i>PDL-DPP IV INHIBITORS</i>	22	6	28
<i>PDL-FIBROMYALGIA</i>	406	46	452
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	0	1	1
<i>PDL-LONG ACTING NARCOTICS</i>	115	1	116
<i>PDL-PPI</i>	458	101	559
<i>PDL-SEDATIVE HYPNOTICS</i>	168	0	168
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	5	241	246
<i>PDL-TOPICAL RETINOID</i>	114	42	156
<i>PDL-TRAMADOL</i>	126	111	237
<i>PDL-TRIPTANS</i>	209	63	272
<i>PDL-ULCERATIVE COLITIS ORAL</i>	7	3	10
<i>PPI</i>	2	0	2
<i>RANEXA</i>	1	0	1
<i>REVATIO</i>	5	0	5
<i>SSRI</i>	1,874	210	2,084
<i>SUBUTEX_SUBOXONE</i>	126	1	127
<i>SUCRALFATE</i>	34	56	90
<i>SYNAGIS</i>	101	1	102
<i>TCA</i>	129	0	129
<i>THIAZOLIDINEDIONES</i>	77	14	91
<i>TINDAMAX</i>	0	3	3
<i>TRIPTANS</i>	1	0	1
<i>VIVITROL</i>	5	5	10
<i>VORICONAZOLE</i>	1	0	1
<i>XANAX XR</i>	10	6	16
<i>XOLAIR</i>	11	0	11
<i>ZOMETA</i>	1	0	1
<i>ZYPREXA</i>	8	0	8

<b>Utilization Indicators</b>	<b>Total</b>
<i>Average number of transactions per day</i>	408
<i>Override approval rate for clinical edits</i>	75.8 %

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

<b>Helpdesk Transactions</b>	<b>Total</b>
<i>Total Helpdesk Transaction Count</i>	<i>3,048</i>
<i>Total Approved Claims at Helpdesk</i>	<i>3,003</i>
<i>Total Denied Claims at Helpdesk</i>	<i>45</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>3,010</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>38</i>

<b>Early Refill</b>	<b>Total</b>
<i>Early Refill Authorization Requests</i>	<i>1,986</i>
<i>Early Refill Approvals</i>	<i>1,940</i>
<i>Approvals Due to Vacation Supply</i>	<i>52</i>
<i>Approvals Due to Lost Prescription</i>	<i>510</i>
<i>Approvals Due to Therapy Change</i>	<i>793</i>
<i>Approvals Due to Starter Dose</i>	<i>3</i>
<i>Approvals Due to Medically Necessary</i>	<i>582</i>
<i>Early Refill Administrative Approvals</i>	<i>8</i>
<i>Early Refill Denials</i>	<i>38</i>

<b>Dose Optimization</b>	<b>Total</b>
<i>Dose Optimization Authorization Requests</i>	<i>1,032</i>
<i>Dose Optimization Approvals</i>	<i>1,026</i>
<i>Dose Optimization Denials</i>	<i>6</i>

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

<b>Exception 713 Override</b>	<b>Total</b>
<i>Drug Not Related to Terminal Illness - Approved</i>	<i>9</i>
<i>Drug Related to Terminal Illness - Denied</i>	<i>0</i>

<b>Exception 712 Override</b>	<b>Total</b>
<i>Drug Therapy Approved for &gt; 15 Days</i>	<i>15</i>
<i>Drug Therapy Denied for &gt; 15 Days</i>	<i>0</i>

<b>Early Refill, Dose Optimization, Exceptions 716, 713, and 712 Utilization Indicators</b>	<b>Total</b>
<i>Average number of transactions per day</i>	<i>108.9</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>99 %</i>