



State of Missouri Medicaid
Helpdesk Status Report

SUBJECT: November 1, 2011 - November 30, 2011

DATE: December 1, 2011

CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	<i>12,874</i>
<i>Total Approved Claims at Helpdesk</i>	<i>9,651</i>
<i>Total Denied Claims at Helpdesk</i>	<i>3,223</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>12,750</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>124</i>

CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	<i>698</i>	<i>23</i>	<i>721</i>
<i>5HT3 RECEPTOR</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>ACUTANE</i>	<i>79</i>	<i>0</i>	<i>79</i>
<i>ACTIQ</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>ADHD</i>	<i>1,474</i>	<i>73</i>	<i>1,547</i>
<i>ALINIA</i>	<i>4</i>	<i>0</i>	<i>4</i>
<i>AMITIZA</i>	<i>34</i>	<i>17</i>	<i>51</i>
<i>ANTIBIOTIC PAK</i>	<i>59</i>	<i>57</i>	<i>116</i>
<i>ANTIPLATELET</i>	<i>52</i>	<i>7</i>	<i>59</i>
<i>BIDIL</i>	<i>2</i>	<i>1</i>	<i>3</i>
<i>BOTOX</i>	<i>18</i>	<i>0</i>	<i>18</i>
<i>COLD SORE</i>	<i>8</i>	<i>28</i>	<i>36</i>
<i>COUGH AND COLD</i>	<i>2</i>	<i>2</i>	<i>4</i>
<i>COX-2</i>	<i>33</i>	<i>15</i>	<i>48</i>
<i>DIFLUCAN</i>	<i>16</i>	<i>30</i>	<i>46</i>
<i>EPOETIN</i>	<i>11</i>	<i>1</i>	<i>12</i>
<i>EQUETRO</i>	<i>10</i>	<i>0</i>	<i>10</i>
<i>FORTEO</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>GARDASIL</i>	<i>3</i>	<i>0</i>	<i>3</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>GENERIC OVERRIDES</i>	40	1	41
<i>GEODON INJ</i>	3	0	3
<i>GROWTH HORMONES</i>	3	0	3
<i>H PYLORI</i>	16	1	17
<i>H2 ANTAGONISTS</i>	81	77	158
<i>HMG</i>	1	0	1
<i>HYDROXYPROGESTERONE CAPROATE P</i>	1	0	1
<i>KLONOPIN WAFER</i>	11	2	13
<i>LACTULOSE</i>	102	30	132
<i>LYRICA</i>	148	90	238
<i>MEGESTROL</i>	28	18	46
<i>METHADONE</i>	32	2	34
<i>MIRALAX</i>	597	194	791
<i>MODAFINIL</i>	10	2	12
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	72	65	137
<i>NPD-ACE CCB COMBINATIONS</i>	1	0	1
<i>NPD-ACE INHIBITORS</i>	17	17	34
<i>NPD-ALZHEIMERS AGENTS</i>	5	0	5
<i>NPD-ANDROGEN HORMONE INHIBITORS</i>	0	2	2
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	5	16	21
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	78	4	82
<i>NPD-ANTIDIABETIC COMBINATION</i>	1	1	2
<i>NPD-ANTIFUNGAL</i>	25	7	32
<i>NPD-ANTIHYPERURICEMIC AGENTS</i>	26	27	53
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	76	27	103
<i>NPD-BETA BLOCKERS</i>	34	24	58
<i>NPD-BIGUANIDES</i>	1	0	1
<i>NPD-BONE DEOSSIFICATION</i>	5	14	19
<i>NPD-CCB - DHP</i>	1	2	3
<i>NPD-CCB - NONDHP</i>	2	1	3
<i>NPD-COPD ANTICHOLINERGICS</i>	2	5	7
<i>NPD-DMARDS</i>	23	2	25
<i>NPD-ELECTROLYTE DEPLETERS</i>	39	11	50
<i>NPD-EPINEPHRINE SELF INJ</i>	0	1	1
<i>NPD-FLUOROQUINOLONES</i>	92	104	196
<i>NPD-GLP-1 RECEPTOR AGONISTS</i>	0	1	1
<i>NPD-HERPES ANTIVIRALS</i>	0	2	2
<i>NPD-HMG</i>	41	33	74

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NPD-INHALED CORTICOSTEROIDS</i>	10	27	37
<i>NPD-INSULINS</i>	1	0	1
<i>NPD-INSULINS - MIX</i>	1	0	1
<i>NPD-INSULINS - RAPID ACTING</i>	10	8	18
<i>NPD-INTRANASAL ANTIHISTAMINE</i>	3	30	33
<i>NPD-INTRANASAL STEROIDS</i>	16	19	35
<i>NPD-LEUKOTRIENE</i>	1	3	4
<i>NPD-LIPOTROPICS</i>	0	1	1
<i>NPD-LONG ACTING NARCOTICS</i>	15	13	28
<i>NPD-LOW MOLECULAR WEIGHT HEPARINS</i>	12	0	12
<i>NPD-MACROLIDES</i>	24	6	30
<i>NPD-MULTIPLE SCLEROSIS AGENTS</i>	4	7	11
<i>NPD-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	1	2	3
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	0	3	3
<i>NPD-OPHTHALMIC MAST CELL STABILIZER</i>	0	1	1
<i>NPD-OPHTHALMIC NSAIDS</i>	3	3	6
<i>NPD-OPHTHALMIC QUINOLONE</i>	6	5	11
<i>NPD-ORAL PULMONARY HYPERTENSION</i>	1	2	3
<i>NPD-OTIC QUINOLONE</i>	1	12	13
<i>NPD-PANCREATIC ENZYME AGENTS</i>	6	12	18
<i>NPD-PLATELET INHIBITOR AGENT</i>	8	4	12
<i>NPD-PPI</i>	19	15	34
<i>NPD-PULMONARY HTN</i>	1	0	1
<i>NPD-RIBAVIRINS</i>	0	1	1
<i>NPD-SEDATIVE HYPNOTICS</i>	52	115	167
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	21	123	144
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	4	9	13
<i>NPD-TOPICAL BENZOYL COMB</i>	3	10	13
<i>NPD-TOPICAL PSORIASIS</i>	0	3	3
<i>NPD-TOPICAL RETINOID</i>	11	44	55
<i>NPD-TRAMADOL</i>	163	132	295
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	27	53	80
<i>NPD-TRIPTANS</i>	66	26	92
<i>NPD-ULCERATIVE COLITIS ORAL</i>	1	5	6
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	4	37	41
<i>NPD-VAGINAL ANTIBIOTICS</i>	2	5	7
<i>NSAID - NON-SELECTIVE</i>	152	181	333

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>OTC</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>OXANDRIN</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	<i>1</i>	<i>1</i>	<i>2</i>
<i>PDL-ANTIDIABETIC COMBINATION</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>PDL-ANTIFUNGAL</i>	<i>23</i>	<i>26</i>	<i>49</i>
<i>PDL-DIRECT RENIN</i>	<i>7</i>	<i>1</i>	<i>8</i>
<i>PDL-DMARDS</i>	<i>13</i>	<i>1</i>	<i>14</i>
<i>PDL-DPP IV INHIBITORS</i>	<i>48</i>	<i>6</i>	<i>54</i>
<i>PDL-FIBROMYALGIA</i>	<i>442</i>	<i>39</i>	<i>481</i>
<i>PDL-GLP-1 RECEPTOR AGONISTS</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	<i>8</i>	<i>1</i>	<i>9</i>
<i>PDL-LONG ACTING NARCOTICS</i>	<i>107</i>	<i>0</i>	<i>107</i>
<i>PDL-ORAL PULMONARY HYPERTENSION</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-SEDATIVE HYPNOTICS</i>	<i>87</i>	<i>0</i>	<i>87</i>
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	<i>10</i>	<i>279</i>	<i>289</i>
<i>PDL-TOPICAL RETINOID</i>	<i>134</i>	<i>41</i>	<i>175</i>
<i>PDL-TRAMADOL</i>	<i>22</i>	<i>16</i>	<i>38</i>
<i>PDL-TRIPTANS</i>	<i>237</i>	<i>76</i>	<i>313</i>
<i>PDL-ULCERATIVE COLITIS ORAL</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>PPI</i>	<i>1</i>	<i>1</i>	<i>2</i>
<i>PROTON PUMP INHIBITORS</i>	<i>1,042</i>	<i>477</i>	<i>1,519</i>
<i>RANEXA</i>	<i>7</i>	<i>4</i>	<i>11</i>
<i>REVATIO</i>	<i>1</i>	<i>1</i>	<i>2</i>
<i>SEDATIVE HYPNOTICS</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>SELZENTRY</i>	<i>5</i>	<i>1</i>	<i>6</i>
<i>SSRI</i>	<i>1,897</i>	<i>196</i>	<i>2,093</i>
<i>SUBUTEX_SUBOXONE</i>	<i>202</i>	<i>3</i>	<i>205</i>
<i>SUCRALFATE</i>	<i>45</i>	<i>80</i>	<i>125</i>
<i>SYNAGIS</i>	<i>332</i>	<i>8</i>	<i>340</i>
<i>TCA</i>	<i>126</i>	<i>0</i>	<i>126</i>
<i>THIAZOLIDINEDIONES</i>	<i>13</i>	<i>2</i>	<i>15</i>
<i>TINDAMAX</i>	<i>3</i>	<i>1</i>	<i>4</i>
<i>VIVITROL</i>	<i>14</i>	<i>1</i>	<i>15</i>
<i>VORICONAZOLE</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>XANAX XR</i>	<i>8</i>	<i>4</i>	<i>12</i>
<i>XOLAIR</i>	<i>13</i>	<i>0</i>	<i>13</i>
<i>ZOMETA</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>ZOSTAVAX</i>	<i>1</i>	<i>0</i>	<i>1</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
ZYPREXA	8	0	8

Utilization Indicators	Total
<i>Average number of transactions per day</i>	429
<i>Override approval rate for clinical edits</i>	75.0 %

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

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	3,930
<i>Total Approved Claims at Helpdesk</i>	3,844
<i>Total Denied Claims at Helpdesk</i>	86
<i>Total number of transactions completed by InfoX PA staff</i>	3,838
<i>Total number of transactions completed by the State PA staff</i>	92

Early Refill	Total
<i>Early Refill Authorization Requests</i>	2,883
<i>Early Refill Approvals</i>	2,798
<i>Approvals Due to Vacation Supply</i>	115
<i>Approvals Due to Lost Prescription</i>	596
<i>Approvals Due to Therapy Change</i>	1,129
<i>Approvals Due to Starter Dose</i>	1
<i>Approvals Due to Medically Necessary</i>	957
<i>Early Refill Administrative Approvals</i>	17
<i>Early Refill Denials</i>	68

Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	982
<i>Dose Optimization Approvals</i>	970
<i>Dose Optimization Denials</i>	12

Exception 716 Override	Total
<i>Drug Approval for larger quantities</i>	2
<i>Drug Denial for larger quantities</i>	1

Exception 713 Override	Total
<i>Drug Not Related to Terminal Illness - Approved</i>	25
<i>Drug Related to Terminal Illness - Denied</i>	5

Exception 712 Override	Total
<i>Drug Therapy Approved for > 15 Days</i>	<i>22</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>131.0</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>98 %</i>