



SUBJECT: May 1, 2020 - May 31, 2020

Executed by HISNT\crodriguez at 6/1/2020 4:30:04 AM

State of Missouri Medicaid
Conduent™ CyberAccess Helpdesk Status Report

CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	<i>7,816</i>
<i>Total Approved Claims at Helpdesk</i>	<i>7,664</i>
<i>Total Denied Claims at Helpdesk</i>	<i>152</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>1,860</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>91</i>

CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS

Drug Class	Helpdesk	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	<i>113</i>	<i>0</i>	<i>113</i>
<i>15 DAY SUPPLY - ORAL ONCOLOGY</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>2ND GENERATION ANTIH</i>	<i>26</i>	<i>0</i>	<i>26</i>
<i>ACE INHIBITORS</i>	<i>15</i>	<i>0</i>	<i>15</i>
<i>ADHD</i>	<i>991</i>	<i>3</i>	<i>994</i>
<i>ADHD NON STIM</i>	<i>39</i>	<i>0</i>	<i>39</i>
<i>ALZHEIMERS AGENTS</i>	<i>4</i>	<i>0</i>	<i>4</i>
<i>AMITIZA</i>	<i>94</i>	<i>2</i>	<i>96</i>
<i>AMPYRA</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>ANGIOTENSIN II REC/C</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>ANGIOTENSIN II RECEPT</i>	<i>7</i>	<i>3</i>	<i>10</i>
<i>ANTI PARK NON ERGOT</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>ANTI ANXIETY BENZODIAZEPINE</i>	<i>404</i>	<i>2</i>	<i>406</i>
<i>ANTICOAGULANTS ORAL</i>	<i>186</i>	<i>2</i>	<i>188</i>
<i>ANTIDIABETIC COMBINA</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>ANTIEMETIC 5HT3 NK1</i>	<i>42</i>	<i>1</i>	<i>43</i>
<i>ANTIFUNGAL</i>	<i>14</i>	<i>0</i>	<i>14</i>
<i>ANTIFUNGAL-ORAL</i>	<i>20</i>	<i>1</i>	<i>21</i>



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<i>ANTIHYPERURICEMIC AG</i>	3	0	3
<i>ANTIMIGRAINE TRIPTAN</i>	339	1	340
<i>ANTIPSYCHOTICS 1ST GEN TYPICAL</i>	149	2	151
<i>ANTIPSYCHOTICS 2ND GEN ATYPICA</i>	605	0	605
<i>APAP ACCUMULATION</i>	460	0	460
<i>ATOPIC DERMATITIS</i>	25	4	29
<i>BETA ADRENERGIC-LONG</i>	2	0	2
<i>BETA ADRENERGIC-NEBU</i>	7	1	8
<i>BETA ADRENERGIC-SHOR</i>	7	0	7
<i>BETA BLOCKERS</i>	10	1	11
<i>BIDIL</i>	1	0	1
<i>BIGUANIDES</i>	12	1	13
<i>BILE SALT AGENTS</i>	1	0	1
<i>BOTOX</i>	13	0	13
<i>BRAND VS GENERIC</i>	313	5	318
<i>BUTAL COMBO WO CODEINE</i>	4	0	4
<i>CCB - DHP</i>	10	0	10
<i>CCB - NONDHP</i>	2	0	2
<i>CEPHALOSPORIN</i>	9	0	9
<i>CFTR</i>	5	0	5
<i>CGMS</i>	305	0	305
<i>CGRP INHIBITORS</i>	95	3	98
<i>CLOBAZAM</i>	16	0	16
<i>COPD ANTICHOLINERGIC</i>	24	4	28
<i>CORLANOR</i>	3	0	3
<i>DIABETIC SUPPLY QTY LMT</i>	22	0	22
<i>DPP IV INHIBITORS</i>	20	0	20
<i>DUCHENNE MUSCULAR DYSTROPHY</i>	3	0	3
<i>ELECTRO DEPLETER</i>	7	1	8
<i>ELECTROLYTE DEPLETER</i>	4	0	4
<i>ENTRESTO</i>	20	1	21
<i>EPIDIOLEX</i>	35	0	35



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<i>EPINEPHRINE SELF INJ</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>FIBROMYALGIA</i>	<i>187</i>	<i>5</i>	<i>192</i>
<i>FLUOROQUINOLONES</i>	<i>10</i>	<i>0</i>	<i>10</i>
<i>GENERIC OVERRIDES</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>GI ANTIBIOTICS</i>	<i>12</i>	<i>0</i>	<i>12</i>
<i>GI MOTILITY</i>	<i>56</i>	<i>1</i>	<i>57</i>
<i>GLP-1 RECEPTOR AGONI</i>	<i>82</i>	<i>1</i>	<i>83</i>
<i>GROWTH HORMONES</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>HEMATOPOIETIC AGENTS</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>HEPATITIS C</i>	<i>34</i>	<i>0</i>	<i>34</i>
<i>HEREDITARY ANGIOEDEM</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>HERPES ANTIVIRALS</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>IMIQUIMOD TOPICAL CREAMS</i>	<i>7</i>	<i>1</i>	<i>8</i>
<i>INHALED ANTIBIOTIC A</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>INHALED CORTICOSTERO</i>	<i>6</i>	<i>4</i>	<i>10</i>
<i>INSULINS</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>INSULINS - LONG ACTI</i>	<i>18</i>	<i>0</i>	<i>18</i>
<i>INSULINS - RAPID ACT</i>	<i>6</i>	<i>1</i>	<i>7</i>
<i>INTRANASAL STEROIDS</i>	<i>13</i>	<i>0</i>	<i>13</i>
<i>LA ADHD AMPHET</i>	<i>33</i>	<i>0</i>	<i>33</i>
<i>LA ADHD METHYL</i>	<i>33</i>	<i>2</i>	<i>35</i>
<i>LEUKOTRIENE</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>LIPOTROPIC PCSK9 AGE</i>	<i>10</i>	<i>0</i>	<i>10</i>
<i>MACROLIDES</i>	<i>6</i>	<i>0</i>	<i>6</i>
<i>MEGESTROL</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>MME</i>	<i>310</i>	<i>1</i>	<i>311</i>
<i>MULTIPLE SCLEROSIS A</i>	<i>15</i>	<i>2</i>	<i>17</i>
<i>NARCOLEPSY</i>	<i>8</i>	<i>1</i>	<i>9</i>
<i>NEUROPATHIC PAIN</i>	<i>284</i>	<i>10</i>	<i>294</i>
<i>NON-ORAL CONTRACEPTIVE</i>	<i>17</i>	<i>0</i>	<i>17</i>
<i>NSAIDS</i>	<i>41</i>	<i>2</i>	<i>43</i>
<i>OPH SOFT STEROIDS</i>	<i>3</i>	<i>2</i>	<i>5</i>



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<i>OPHTHALMIC ANTIHISTA</i>	3	2	5
<i>OPHTHALMIC PROSTAGLA</i>	3	0	3
<i>OPHTHALMIC QUINOLONE</i>	0	2	2
<i>OPIATE DEPENDENCE</i>	20	1	21
<i>OPIOIDS LONG ACTING</i>	22	0	22
<i>ORILISSA</i>	9	0	9
<i>OTIC QUINOLONE</i>	0	5	5
<i>OXANDRIN</i>	1	0	1
<i>PAH ORAL PPA</i>	1	0	1
<i>PAH PDE5 SGC</i>	8	0	8
<i>PANCREATIC ENZYME AG</i>	1	0	1
<i>PENICILLINS</i>	2	3	5
<i>PLATELET INHIBITOR</i>	82	2	84
<i>PPI</i>	410	10	420
<i>PREP</i>	1	0	1
<i>PTH BONE RESORP</i>	9	0	9
<i>RANEXA</i>	3	0	3
<i>RARE DISEASE</i>	2	0	2
<i>RESPIRATORY MONOCLONAL ANTIBOD</i>	8	0	8
<i>RMAS</i>	21	0	21
<i>SA ADHD AMPHET</i>	17	0	17
<i>SA ADHD METHYL</i>	9	0	9
<i>SA OPIOID COMBO</i>	2	0	2
<i>SA OPIOID SINGLE</i>	17	0	17
<i>SEDATIVE HYPNOTICS</i>	5	1	6
<i>SELZENTRY</i>	1	0	1
<i>SGT2 INHIBITOR</i>	40	0	40
<i>SKELETAL MUSCLE RELA</i>	3	24	27
<i>SNRI</i>	313	1	314
<i>SSRI</i>	563	4	567
<i>STATINS-HMG COA REDU</i>	22	0	22
<i>SYMPATHOLYTIC ANTIHY</i>	106	0	106



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<i>SYNAGIS</i>	1	0	1
<i>SYSTEMIC ANTIFUNGALS</i>	6	0	6
<i>TETRACYCLINES</i>	3	2	5
<i>THIAZOLIDINEDIONES</i>	11	0	11
<i>THROMBOCYTOPENIA</i>	5	0	5
<i>TIMS</i>	79	1	80
<i>TINDAMAX</i>	6	0	6
<i>TOPICAL ACTINIC KERA</i>	1	1	2
<i>TOPICAL ANTIFUNGALS</i>	5	11	16
<i>TOPICAL ANTIPARASITI</i>	2	0	2
<i>TOPICAL ANTIVIRALS</i>	2	0	2
<i>TOPICAL BENZOYL COMB</i>	1	2	3
<i>TOPICAL RETINOID</i>	24	0	24
<i>TOPICAL STEROIDS</i>	9	2	11
<i>TRAMADOL LIKE AGENTS</i>	44	1	45
<i>TRIGLYCERIDE LOWERIN</i>	13	1	14
<i>ULCERATIVE COLITIS R</i>	1	0	1
<i>URINARY TRACT ANTISP</i>	9	2	11
<i>VAGINAL ANTIBIOTICS</i>	2	2	4
<i>XIFAXIN</i>	32	1	33
<i>ZOMETA</i>	2	0	2

Utilization Indicators	Total
<i>Average number of transactions per day</i>	252
<i>Override approval rate for clinical edits</i>	98.06%

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

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	1,598
<i>Total Approved Claims at Helpdesk</i>	1,584



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<i>Total Denied Claims at Helpdesk</i>	<i>14</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>344</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>49</i>
Early Refill	Total
<i>Early Refill Authorization Requests</i>	<i>452</i>
<i>Early Refill Approvals</i>	<i>431</i>
<i>Approvals Due to Vacation Supply</i>	<i>19</i>
<i>Approvals Due to Lost Prescription</i>	<i>256</i>
<i>Approvals Due to Therapy Change</i>	<i>88</i>
<i>Approvals Due to Starter Dose</i>	<i>0</i>
<i>Approvals Due to Medically Necessary</i>	<i>68</i>
<i>Early Refill Administrative Approvals</i>	<i>17</i>
<i>Early Refill Denials</i>	<i>4</i>
Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	<i>1,075</i>
<i>Dose Optimization Approvals</i>	<i>1,065</i>
<i>Dose Optimization Denials</i>	<i>10</i>
Exception 716 Override	Total
<i>Drug Approval for larger quantities</i>	<i>14</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>19</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>14</i>
<i>Drug Therapy Denied for > 15 Days</i>	<i>0</i>
Early Refill, Dose Optimization, Exceptions 716, 713, and	Total
<i>Average number of transactions per day</i>	<i>51.5</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>99.1%</i>