



MO HealthNet
Drug Helpdesk Status Report

SUBJECT: December 1, 2009 - December 31, 2009

DATE: January 5, 2010

CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	<i>9,210</i>
<i>Total Approved Claims at Helpdesk</i>	<i>6,629</i>
<i>Total Denied Claims at Helpdesk</i>	<i>2,581</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>9,080</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>130</i>

CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	<i>615</i>	<i>46</i>	<i>661</i>
<i>5HT3 RECEPTOR</i>	<i>140</i>	<i>110</i>	<i>250</i>
<i>ACCUTANE</i>	<i>83</i>	<i>0</i>	<i>83</i>
<i>ACTIQ</i>	<i>4</i>	<i>1</i>	<i>5</i>
<i>ADHD</i>	<i>1,152</i>	<i>112</i>	<i>1,264</i>
<i>ALINIA</i>	<i>1</i>	<i>1</i>	<i>2</i>
<i>AMITIZA</i>	<i>23</i>	<i>8</i>	<i>31</i>
<i>ANTIBIOTIC PAK</i>	<i>24</i>	<i>35</i>	<i>59</i>
<i>ANTIPLATELET</i>	<i>69</i>	<i>14</i>	<i>83</i>
<i>BIDIL</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>BOTOX</i>	<i>19</i>	<i>0</i>	<i>19</i>
<i>COLD SORE</i>	<i>16</i>	<i>28</i>	<i>44</i>
<i>COMBUNOX</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>COUGH AND COLD</i>	<i>3</i>	<i>3</i>	<i>6</i>
<i>COX-2</i>	<i>29</i>	<i>13</i>	<i>42</i>
<i>DIFLUCAN</i>	<i>18</i>	<i>34</i>	<i>52</i>
<i>EMEND</i>	<i>8</i>	<i>0</i>	<i>8</i>
<i>EPOETIN</i>	<i>22</i>	<i>5</i>	<i>27</i>
<i>FORTEO</i>	<i>1</i>	<i>2</i>	<i>3</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>GARDASIL</i>	<i>11</i>	<i>0</i>	<i>11</i>
<i>GENERIC OVERRIDES</i>	<i>12</i>	<i>0</i>	<i>12</i>
<i>GEODON INJ</i>	<i>3</i>	<i>1</i>	<i>4</i>
<i>GROWTH HORMONES</i>	<i>4</i>	<i>0</i>	<i>4</i>
<i>H PYLORI</i>	<i>19</i>	<i>6</i>	<i>25</i>
<i>H2 ANTAGONISTS</i>	<i>79</i>	<i>65</i>	<i>144</i>
<i>HYDROXYPROGESTERONE CAPROATE P</i>	<i>21</i>	<i>0</i>	<i>21</i>
<i>KLONOPIN WAFER</i>	<i>9</i>	<i>3</i>	<i>12</i>
<i>LACTULOSE</i>	<i>80</i>	<i>26</i>	<i>106</i>
<i>LYRICA</i>	<i>83</i>	<i>33</i>	<i>116</i>
<i>METHADONE</i>	<i>36</i>	<i>1</i>	<i>37</i>
<i>MIRALAX</i>	<i>394</i>	<i>115</i>	<i>509</i>
<i>MODAFINIL</i>	<i>11</i>	<i>10</i>	<i>21</i>
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	<i>163</i>	<i>100</i>	<i>263</i>
<i>NPD-ACE CCB COMBINATIONS</i>	<i>5</i>	<i>1</i>	<i>6</i>
<i>NPD-ACE INHIBITORS</i>	<i>9</i>	<i>17</i>	<i>26</i>
<i>NPD-ALZHEIMERS AGENTS</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	<i>1</i>	<i>3</i>	<i>4</i>
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>NPD-ANTIFUNGAL</i>	<i>11</i>	<i>7</i>	<i>18</i>
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	<i>132</i>	<i>27</i>	<i>159</i>
<i>NPD-BETA ADRENERGIC-SHORT ACTING</i>	<i>8</i>	<i>2</i>	<i>10</i>
<i>NPD-BETA BLOCKERS</i>	<i>10</i>	<i>14</i>	<i>24</i>
<i>NPD-BIGUANIDES</i>	<i>7</i>	<i>0</i>	<i>7</i>
<i>NPD-BONE DEOSSIFICATION</i>	<i>1</i>	<i>6</i>	<i>7</i>
<i>NPD-CCB - DHP</i>	<i>4</i>	<i>2</i>	<i>6</i>
<i>NPD-CCB - NONDHP</i>	<i>34</i>	<i>10</i>	<i>44</i>
<i>NPD-COPD ANTICHOLINERGICS</i>	<i>9</i>	<i>6</i>	<i>15</i>
<i>NPD-DMARDS</i>	<i>3</i>	<i>3</i>	<i>6</i>
<i>NPD-ELECTROLYTE DEPLETERS</i>	<i>3</i>	<i>12</i>	<i>15</i>
<i>NPD-FLUOROQUINOLONES</i>	<i>105</i>	<i>81</i>	<i>186</i>
<i>NPD-HERPES ANTIVIRALS</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>NPD-HMG</i>	<i>38</i>	<i>20</i>	<i>58</i>
<i>NPD-INHALED CORTICOSTEROIDS</i>	<i>9</i>	<i>18</i>	<i>27</i>
<i>NPD-INSULINS</i>	<i>0</i>	<i>2</i>	<i>2</i>
<i>NPD-INSULINS - RAPID ACTING</i>	<i>6</i>	<i>5</i>	<i>11</i>
<i>NPD-INTRANASAL ANTIHISTAMINE</i>	<i>5</i>	<i>17</i>	<i>22</i>
<i>NPD-INTRANASAL STEROIDS</i>	<i>13</i>	<i>26</i>	<i>39</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NPD-LONG ACTING NARCOTICS</i>	82	8	90
<i>NPD-MACROLIDES</i>	39	10	49
<i>NPD-MEGLITINIDES</i>	0	1	1
<i>NPD-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	0	2	2
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	1	7	8
<i>NPD-OPHTHALMIC MAST CELL STABILIZER</i>	1	0	1
<i>NPD-OPHTHALMIC NSAIDS</i>	1	2	3
<i>NPD-OPHTHALMIC QUINOLONE</i>	3	12	15
<i>NPD-OTIC QUINOLONE</i>	0	7	7
<i>NPD-PPI</i>	645	322	967
<i>NPD-SEDATIVE HYPNOTICS</i>	10	24	34
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	11	13	24
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	1	1	2
<i>NPD-TOPICAL PSORIASIS</i>	0	1	1
<i>NPD-TOPICAL RETINOID</i>	4	8	12
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	11	25	36
<i>NPD-TRIPTANS</i>	11	13	24
<i>NPD-ULCERATIVE COLITIS ORAL</i>	13	11	24
<i>NPD-ULCERATIVE COLITIS RECTAL</i>	1	0	1
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	3	19	22
<i>NPD-VAGINAL ANTIBIOTICS</i>	2	7	9
<i>NSAID - NON-SELECTIVE</i>	194	193	387
<i>ORLISTAT [XENICAL]</i>	0	4	4
<i>OTC</i>	1	0	1
<i>PDL-2ND GENERATION ANTIHISTAMINES</i>	1	0	1
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	9	3	12
<i>PDL-ANTIDIABETIC COMBINATION</i>	4	1	5
<i>PDL-ANTIFUNGAL</i>	14	23	37
<i>PDL-CCB - NONDHP</i>	3	0	3
<i>PDL-COPD ANTICHOLINERGICS</i>	1	0	1
<i>PDL-DIRECT RENIN</i>	3	6	9
<i>PDL-DMARDS</i>	18	1	19
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	4	3	7
<i>PDL-LIPOTROPICS</i>	2	1	3
<i>PDL-LONG ACTING NARCOTICS</i>	140	2	142
<i>PDL-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	1	0	1
<i>PDL-PPI</i>	386	81	467

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>PDL-SEDATIVE HYPNOTICS</i>	1	0	1
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	6	238	244
<i>PDL-TOPICAL RETINOID</i>	141	77	218
<i>PDL-TRIPTANS</i>	304	64	368
<i>PDL-ULCERATIVE COLITIS ORAL</i>	3	4	7
<i>PPI</i>	6	0	6
<i>REVATIO</i>	6	0	6
<i>SSRI</i>	219	112	331
<i>SUBUTEX_SUBOXONE</i>	376	0	376
<i>SUCRALFATE</i>	38	52	90
<i>SYNAGIS</i>	192	40	232
<i>THIAZOLIDINEDIONES</i>	6	4	10
<i>TINDAMAX</i>	2	4	6
<i>TRAMADOL</i>	92	106	198
<i>TRIPTANS</i>	3	1	4
<i>VIVITROL</i>	10	1	11
<i>VORICONAZOLE</i>	3	0	3
<i>XANAX XR</i>	4	7	11
<i>XOLAIR</i>	23	2	25
<i>ZOMETA</i>	2	0	2
<i>ZYPREXA</i>	1	0	1

Utilization Indicators	Total
<i>Average number of transactions per day</i>	297
<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>	3,249
<i>Total Approved Claims at Helpdesk</i>	3,167
<i>Total Denied Claims at Helpdesk</i>	82
<i>Total number of transactions completed by InfoX PA staff</i>	3,215
<i>Total number of transactions completed by the State PA staff</i>	34

Early Refill	Total
<i>Early Refill Authorization Requests</i>	<i>2,330</i>
<i>Early Refill Approvals</i>	<i>2,208</i>
<i>Approvals Due to Vacation Supply</i>	<i>136</i>
<i>Approvals Due to Lost Prescription</i>	<i>507</i>
<i>Approvals Due to Therapy Change</i>	<i>995</i>
<i>Approvals Due to Starter Dose</i>	<i>2</i>
<i>Approvals Due to Medically Necessary</i>	<i>568</i>
<i>Early Refill Administrative Approvals</i>	<i>48</i>
<i>Early Refill Denials</i>	<i>74</i>

Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	<i>874</i>
<i>Dose Optimization Approvals</i>	<i>868</i>
<i>Dose Optimization Denials</i>	<i>6</i>

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

Exception 713 Override	Total
<i>Drug Not Related to Terminal Illness - Approved</i>	<i>11</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>104.8</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>97 %</i>