



State of Missouri Medicaid
Helpdesk Status Report

SUBJECT: June 1, 2011 - June 30, 2011

DATE: July 1, 2011

CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	<i>11,386</i>
<i>Total Approved Claims at Helpdesk</i>	<i>8,401</i>
<i>Total Denied Claims at Helpdesk</i>	<i>2,985</i>
<i>Total number of transactions completed by InfoX PA staff</i>	<i>10,632</i>
<i>Total number of transactions completed by the State PA staff</i>	<i>754</i>

CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	<i>406</i>	<i>38</i>	<i>444</i>
<i>2ND GENERATION ANTIHISTAMINES</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>5HT3 RECEPTOR</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>AC CUTANE</i>	<i>76</i>	<i>0</i>	<i>76</i>
<i>ACTIQ</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>ADHD</i>	<i>1,008</i>	<i>33</i>	<i>1,041</i>
<i>ALINIA</i>	<i>4</i>	<i>1</i>	<i>5</i>
<i>AMITIZA</i>	<i>22</i>	<i>12</i>	<i>34</i>
<i>ANTIBIOTIC PAK</i>	<i>46</i>	<i>37</i>	<i>83</i>
<i>ANTIPLATELET</i>	<i>56</i>	<i>3</i>	<i>59</i>
<i>BIDIL</i>	<i>1</i>	<i>1</i>	<i>2</i>
<i>BOTOX</i>	<i>30</i>	<i>0</i>	<i>30</i>
<i>COLD SORE</i>	<i>8</i>	<i>30</i>	<i>38</i>
<i>COUGH AND COLD</i>	<i>1</i>	<i>4</i>	<i>5</i>
<i>COX-2</i>	<i>46</i>	<i>28</i>	<i>74</i>
<i>DIFLUCAN</i>	<i>20</i>	<i>30</i>	<i>50</i>
<i>EPOETIN</i>	<i>11</i>	<i>0</i>	<i>11</i>
<i>EQUETRO</i>	<i>30</i>	<i>2</i>	<i>32</i>
<i>FORTEO</i>	<i>2</i>	<i>1</i>	<i>3</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>GARDASIL</i>	13	0	13
<i>GENERIC OVERRIDES</i>	15	0	15
<i>GEODON INJ</i>	13	2	15
<i>GROWTH HORMONES</i>	9	1	10
<i>H PYLORI</i>	24	6	30
<i>H2 ANTAGONISTS</i>	85	82	167
<i>KLONOPIN WAFER</i>	9	4	13
<i>LACTULOSE</i>	86	31	117
<i>LYRICA</i>	221	116	337
<i>MEGESTROL</i>	18	28	46
<i>METHADONE</i>	20	1	21
<i>MIRALAX</i>	495	128	623
<i>MODAFINIL</i>	13	4	17
<i>NIRAVAM</i>	2	3	5
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	129	102	231
<i>NPD-ACE INHIBITORS</i>	23	11	34
<i>NPD-ALZHEIMERS AGENTS</i>	1	2	3
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	2	3	5
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	9	2	11
<i>NPD-ANTIDIABETIC COMBINATION</i>	1	0	1
<i>NPD-ANTIFUNGAL</i>	16	17	33
<i>NPD-ANTIHYPERURICEMIC AGENTS</i>	12	9	21
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	37	7	44
<i>NPD-BETA BLOCKERS</i>	26	18	44
<i>NPD-BIGUANIDES</i>	1	1	2
<i>NPD-BONE DEOSSIFICATION</i>	14	10	24
<i>NPD-CCB - DHP</i>	3	1	4
<i>NPD-CCB - NONDHP</i>	0	5	5
<i>NPD-COPD ANTICHOLINERGICS</i>	6	9	15
<i>NPD-DMARDS</i>	20	11	31
<i>NPD-DPP IV INHIBITORS</i>	3	5	8
<i>NPD-ELECTROLYTE DEPLETERS</i>	27	9	36
<i>NPD-EPINEPHRINE SELF INJ</i>	0	1	1
<i>NPD-FLUOROQUINOLONES</i>	79	48	127
<i>NPD-HMG</i>	44	21	65
<i>NPD-INHALED CORTICOSTEROIDS</i>	10	17	27
<i>NPD-INSULINS</i>	0	3	3
<i>NPD-INSULINS - MIX</i>	0	2	2

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NPD-INSULINS - RAPID ACTING</i>	7	4	11
<i>NPD-INTRANASAL ANTIHISTAMINE</i>	15	39	54
<i>NPD-INTRANASAL STEROIDS</i>	14	40	54
<i>NPD-LEUKOTRIENE</i>	1	2	3
<i>NPD-LIPOTROPICS</i>	3	1	4
<i>NPD-LONG ACTING NARCOTICS</i>	115	11	126
<i>NPD-LOW MOLECULAR WEIGHT HEPARINS</i>	5	0	5
<i>NPD-MACROLIDES</i>	18	5	23
<i>NPD-MEGLITINIDES</i>	1	0	1
<i>NPD-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	3	3	6
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	1	9	10
<i>NPD-OPHTHALMIC MAST CELL STABILIZER</i>	1	1	2
<i>NPD-OPHTHALMIC NSAIDS</i>	1	4	5
<i>NPD-OPHTHALMIC QUINOLONE</i>	2	12	14
<i>NPD-ORAL PULMONARY HYPERTENSION</i>	1	0	1
<i>NPD-OTIC QUINOLONE</i>	2	33	35
<i>NPD-PLATELET INHIBITOR AGENT</i>	7	7	14
<i>NPD-PPI</i>	483	346	829
<i>NPD-PULMONARY HTN</i>	1	0	1
<i>NPD-RIBAVIRINS</i>	0	2	2
<i>NPD-SEDATIVE HYPNOTICS</i>	18	40	58
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	10	124	134
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	1	3	4
<i>NPD-TOPICAL BENZOYL COMB</i>	1	2	3
<i>NPD-TOPICAL PSORIASIS</i>	3	1	4
<i>NPD-TOPICAL RETINOID</i>	24	31	55
<i>NPD-TRAMADOL</i>	157	141	298
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	25	61	86
<i>NPD-TRIPTANS</i>	58	20	78
<i>NPD-ULCERATIVE COLITIS ORAL</i>	2	2	4
<i>NPD-ULCERATIVE COLITIS RECTAL</i>	0	1	1
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	5	31	36
<i>NPD-VAGINAL ANTIBIOTICS</i>	0	6	6
<i>NSAID - NON-SELECTIVE</i>	145	198	343
<i>ORLISTAT [XENICAL]</i>	0	3	3
<i>OXANDRIN</i>	2	0	2
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	5	3	8

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>PDL-ANTIDIABETIC COMBINATION</i>	2	1	3
<i>PDL-ANTIFUNGAL</i>	24	22	46
<i>PDL-BETA ADRENERGIC-SHORT ACTING</i>	1	0	1
<i>PDL-DIRECT RENIN</i>	6	3	9
<i>PDL-DMARDS</i>	15	0	15
<i>PDL-DPP IV INHIBITORS</i>	20	6	26
<i>PDL-FIBROMYALGIA</i>	498	51	549
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	2	5	7
<i>PDL-LONG ACTING NARCOTICS</i>	97	5	102
<i>PDL-PPI</i>	502	95	597
<i>PDL-SEDATIVE HYPNOTICS</i>	109	0	109
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	3	260	263
<i>PDL-TOPICAL RETINOID</i>	122	45	167
<i>PDL-TRAMADOL</i>	20	14	34
<i>PDL-TRIPTANS</i>	214	65	279
<i>PDL-ULCERATIVE COLITIS ORAL</i>	4	3	7
<i>PPI</i>	4	2	6
<i>RANEXA</i>	5	4	9
<i>REVATIO</i>	5	1	6
<i>SELZENTRY</i>	5	1	6
<i>SSRI</i>	1,945	184	2,129
<i>SUBUTEX_SUBOXONE</i>	145	1	146
<i>SUCRALFATE</i>	53	76	129
<i>TCA</i>	136	0	136
<i>THIAZOLIDINEDIONES</i>	24	3	27
<i>TINDAMAX</i>	1	1	2
<i>TRIPTANS</i>	1	0	1
<i>VIVITROL</i>	14	5	19
<i>VORICONAZOLE</i>	6	0	6
<i>XANAX XR</i>	9	5	14
<i>XOLAIR</i>	12	0	12
<i>ZOMETA</i>	1	0	1
<i>ZYPREXA</i>	4	0	4

Utilization Indicators	Total
<i>Average number of transactions per day</i>	380
<i>Override approval rate for clinical edits</i>	73.8 %

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

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	4,223
<i>Total Approved Claims at Helpdesk</i>	4,178
<i>Total Denied Claims at Helpdesk</i>	45
<i>Total number of transactions completed by InfoX PA staff</i>	3,937
<i>Total number of transactions completed by the State PA staff</i>	286

Early Refill	Total
<i>Early Refill Authorization Requests</i>	2,938
<i>Early Refill Approvals</i>	2,898
<i>Approvals Due to Vacation Supply</i>	339
<i>Approvals Due to Lost Prescription</i>	688
<i>Approvals Due to Therapy Change</i>	1,045
<i>Approvals Due to Starter Dose</i>	1
<i>Approvals Due to Medically Necessary</i>	825
<i>Early Refill Administrative Approvals</i>	5
<i>Early Refill Denials</i>	35

Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	1,183
<i>Dose Optimization Approvals</i>	1,176
<i>Dose Optimization Denials</i>	7

Exception 716 Override	Total
<i>Drug Approval for larger quantities</i>	3
<i>Drug Denial for larger quantities</i>	1

Exception 713 Override	Total
<i>Drug Not Related to Terminal Illness - Approved</i>	70
<i>Drug Related to Terminal Illness - Denied</i>	0

Exception 712 Override	Total
<i>Drug Therapy Approved for > 15 Days</i>	18
<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>	<i>140.8</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>99 %</i>