



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

**SUBJECT:** February 1, 2012 - February 29, 2012

**DATE:** March 1, 2012

**CLINICAL EDIT/PRIOR AUTHORIZATION PROGRAM OVERVIEW**

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	14,308
<i>Total Approved Claims at Helpdesk</i>	10,981
<i>Total Denied Claims at Helpdesk</i>	3,327
<i>Total number of transactions completed by InfoX PA staff</i>	14,243
<i>Total number of transactions completed by the State PA staff</i>	66

**CLINICAL EDIT/PRIOR AUTHORIZATION TRANSACTION COUNTS**

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
<i>NEW DRUG - MISSOURI</i>	2,139	38	2,177
<i>5HT3 RECEPTOR</i>	1	1	2
<i>ACUTANE</i>	105	0	105
<i>ADHD</i>	1,341	83	1,424
<i>ALINIA</i>	1	2	3
<i>AMITIZA</i>	24	5	29
<i>ANTIBIOTIC PAK</i>	29	27	56
<i>ANTIPLATELET</i>	67	12	79
<i>BIDIL</i>	3	2	5
<i>BOTOX</i>	40	0	40
<i>BUTORPHANOL</i>	1	0	1
<i>COLD SORE</i>	11	34	45
<i>COUGH AND COLD</i>	4	1	5
<i>COX-2</i>	48	10	58
<i>DIFLUCAN</i>	34	37	71
<i>EPOETIN</i>	8	0	8
<i>EQUETRO</i>	5	0	5
<i>FORTEO</i>	3	2	5
<i>GARDASIL</i>	2	1	3

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>GENERIC OVERRIDES</i>	17	1	18
<i>GEODON INJ</i>	0	2	2
<i>GROWTH HORMONES</i>	7	2	9
<i>H PYLORI</i>	20	2	22
<i>H2 ANTAGONISTS</i>	105	70	175
<i>HMG</i>	0	1	1
<i>HYDROXYPROGESTERONE CAPROATE P</i>	1	0	1
<i>KLONOPIN WAFER</i>	13	6	19
<i>LACTULOSE</i>	112	27	139
<i>LYRICA</i>	165	91	256
<i>MEGESTROL</i>	16	15	31
<i>METHADONE</i>	27	2	29
<i>MIRALAX</i>	662	176	838
<i>MODAFINIL</i>	9	3	12
<i>NIRAVAM</i>	1	0	1
<i>NPD-2ND GENERATION ANTIHISTAMINES</i>	251	158	409
<i>NPD-ACE INHIBITORS</i>	15	17	32
<i>NPD-ALPHA GLUCOSIDASE INHIBITORS</i>	2	0	2
<i>NPD-ALZHEIMERS AGENTS</i>	2	2	4
<i>NPD-ANDROGEN HORMONE INHIBITORS</i>	0	1	1
<i>NPD-ANGIOTENSIN II REC/CCB COMBO</i>	8	8	16
<i>NPD-ANGIOTENSIN II RECEPTOR BLOCKERS</i>	15	5	20
<i>NPD-ANTIDIABETIC COMBINATION</i>	1	1	2
<i>NPD-ANTIFUNGAL</i>	11	11	22
<i>NPD-ANTIHYPURICEMIC AGENTS</i>	3	4	7
<i>NPD-BETA ADRENERGIC-NEBULIZED</i>	73	26	99
<i>NPD-BETA BLOCKERS</i>	29	26	55
<i>NPD-BIGUANIDES</i>	3	1	4
<i>NPD-BILE SALT AGENTS</i>	3	0	3
<i>NPD-BONE DEOSSIFICATION</i>	6	2	8
<i>NPD-CCB - DHP</i>	0	3	3
<i>NPD-CCB - NONDHP</i>	0	3	3
<i>NPD-COPD ANTICHOLINERGICS</i>	9	6	15
<i>NPD-DMARDS</i>	17	7	24
<i>NPD-ELECTROLYTE DEPLETERS</i>	32	19	51
<i>NPD-FLUOROQUINOLONES</i>	28	2	30
<i>NPD-HMG</i>	64	49	113
<i>NPD-INHALED CORTICOSTEROIDS</i>	6	21	27

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>NPD-INSULINS - MIX</i>	0	1	1
<i>NPD-INSULINS - RAPID ACTING</i>	9	4	13
<i>NPD-INTRANASAL ANTIHISTAMINE</i>	14	21	35
<i>NPD-INTRANASAL STEROIDS</i>	14	25	39
<i>NPD-LIPOTROPICS</i>	2	2	4
<i>NPD-LONG ACTING NARCOTICS</i>	23	32	55
<i>NPD-LOW MOLECULAR WEIGHT HEPARINS</i>	8	0	8
<i>NPD-MACROLIDES</i>	41	16	57
<i>NPD-MEGLITINIDES</i>	0	3	3
<i>NPD-MULTIPLE SCLEROSIS AGENTS</i>	5	3	8
<i>NPD-NON ERGOT DOPAMINE RECEPTOR AGONISTS</i>	1	0	1
<i>NPD-OPHTHALMIC ANTIHISTAMINES</i>	2	10	12
<i>NPD-OPHTHALMIC NSAIDS</i>	0	7	7
<i>NPD-OPHTHALMIC QUINOLONE</i>	3	14	17
<i>NPD-ORAL PULMONARY HYPERTENSION</i>	2	0	2
<i>NPD-OTIC QUINOLONE</i>	0	20	20
<i>NPD-PANCREATIC ENZYME AGENTS</i>	12	5	17
<i>NPD-PLATELET INHIBITOR AGENT</i>	9	8	17
<i>NPD-PPI</i>	27	20	47
<i>NPD-PULMONARY HTN</i>	1	0	1
<i>NPD-RIBAVIRINS</i>	0	1	1
<i>NPD-SEDATIVE HYPNOTICS</i>	41	127	168
<i>NPD-SKELETAL MUSCLE RELAXANTS</i>	9	126	135
<i>NPD-TOPICAL ANDROGENIC AGENTS</i>	12	5	17
<i>NPD-TOPICAL BENZOYL COMB</i>	4	2	6
<i>NPD-TOPICAL PSORIASIS</i>	2	2	4
<i>NPD-TOPICAL RETINOID</i>	22	51	73
<i>NPD-TRAMADOL</i>	22	37	59
<i>NPD-TRIGLYCERIDE LOWERING AGENTS</i>	18	57	75
<i>NPD-TRIPTANS</i>	146	48	194
<i>NPD-ULCERATIVE COLITIS ORAL</i>	3	2	5
<i>NPD-URINARY TRACT ANTISPASMODICS</i>	7	28	35
<i>NPD-VAGINAL ANTIBIOTICS</i>	0	4	4
<i>NSAID - NON-SELECTIVE</i>	178	218	396
<i>OPANA IR</i>	3	0	3
<i>ORLISTAT [XENICAL]</i>	0	3	3
<i>OTC</i>	2	0	2

<b>Drug Class</b>	<b>Helpdesk Approved</b>	<b>Helpdesk Denied</b>	<b>Helpdesk Total</b>
<i>OXANDRIN</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-2ND GENERATION ANTIHISTAMINES</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-ANGIOTENSIN II REC/CCB COMBO</i>	<i>2</i>	<i>1</i>	<i>3</i>
<i>PDL-ANTIDIABETIC COMBINATION</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>PDL-ANTIFUNGAL</i>	<i>35</i>	<i>25</i>	<i>60</i>
<i>PDL-DIRECT RENIN</i>	<i>6</i>	<i>0</i>	<i>6</i>
<i>PDL-DMARDS</i>	<i>13</i>	<i>2</i>	<i>15</i>
<i>PDL-DPP IV INHIBITORS</i>	<i>17</i>	<i>7</i>	<i>24</i>
<i>PDL-FIBROMYALGIA</i>	<i>378</i>	<i>35</i>	<i>413</i>
<i>PDL-FLUOROQUINOLONES</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>PDL-GLP-1 RECEPTOR AGONISTS</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>PDL-INTRANASAL ANTIHISTAMINE</i>	<i>5</i>	<i>1</i>	<i>6</i>
<i>PDL-LONG ACTING NARCOTICS</i>	<i>86</i>	<i>7</i>	<i>93</i>
<i>PDL-PLATELET INHIBITOR AGENT</i>	<i>3</i>	<i>2</i>	<i>5</i>
<i>PDL-SEDATIVE HYPNOTICS</i>	<i>112</i>	<i>0</i>	<i>112</i>
<i>PDL-SKELETAL MUSCLE RELAXANTS</i>	<i>7</i>	<i>292</i>	<i>299</i>
<i>PDL-TOPICAL RETINOID</i>	<i>147</i>	<i>35</i>	<i>182</i>
<i>PDL-TRAMADOL</i>	<i>182</i>	<i>115</i>	<i>297</i>
<i>PDL-TRIPTANS</i>	<i>203</i>	<i>63</i>	<i>266</i>
<i>PDL-ULCERATIVE COLITIS ORAL</i>	<i>3</i>	<i>1</i>	<i>4</i>
<i>PPI</i>	<i>8</i>	<i>2</i>	<i>10</i>
<i>PROTON PUMP INHIBITORS</i>	<i>1,100</i>	<i>514</i>	<i>1,614</i>
<i>RANEXA</i>	<i>10</i>	<i>3</i>	<i>13</i>
<i>REVATIO</i>	<i>3</i>	<i>0</i>	<i>3</i>
<i>SELZENTRY</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>SSRI</i>	<i>1,861</i>	<i>203</i>	<i>2,064</i>
<i>SUBUTEX_SUBOXONE</i>	<i>211</i>	<i>4</i>	<i>215</i>
<i>SUCRALFATE</i>	<i>49</i>	<i>70</i>	<i>119</i>
<i>SYNAGIS</i>	<i>88</i>	<i>1</i>	<i>89</i>
<i>TAMIFLU</i>	<i>2</i>	<i>0</i>	<i>2</i>
<i>TCA</i>	<i>116</i>	<i>1</i>	<i>117</i>
<i>THIAZOLIDINEDIONES</i>	<i>30</i>	<i>2</i>	<i>32</i>
<i>TINDAMAX</i>	<i>3</i>	<i>4</i>	<i>7</i>
<i>TRIPTANS</i>	<i>1</i>	<i>0</i>	<i>1</i>
<i>VIVITROL</i>	<i>16</i>	<i>0</i>	<i>16</i>
<i>VORICONAZOLE</i>	<i>4</i>	<i>0</i>	<i>4</i>
<i>XANAX XR</i>	<i>10</i>	<i>7</i>	<i>17</i>
<i>XOLAIR</i>	<i>12</i>	<i>2</i>	<i>14</i>

Drug Class	Helpdesk Approved	Helpdesk Denied	Helpdesk Total
ZOSTAVAX	2	0	2
ZYPREXA	6	1	7

Utilization Indicators	Total
<i>Average number of transactions per day</i>	493
<i>Override approval rate for clinical edits</i>	76.7 %

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

Helpdesk Transactions	Total
<i>Total Helpdesk Transaction Count</i>	3,466
<i>Total Approved Claims at Helpdesk</i>	3,390
<i>Total Denied Claims at Helpdesk</i>	76
<i>Total number of transactions completed by InfoX PA staff</i>	3,415
<i>Total number of transactions completed by the State PA staff</i>	51

Early Refill	Total
<i>Early Refill Authorization Requests</i>	2,461
<i>Early Refill Approvals</i>	2,400
<i>Approvals Due to Vacation Supply</i>	64
<i>Approvals Due to Lost Prescription</i>	494
<i>Approvals Due to Therapy Change</i>	1,139
<i>Approvals Due to Starter Dose</i>	2
<i>Approvals Due to Medically Necessary</i>	701
<i>Early Refill Administrative Approvals</i>	4
<i>Early Refill Denials</i>	57

Dose Optimization	Total
<i>Dose Optimization Authorization Requests</i>	955
<i>Dose Optimization Approvals</i>	941
<i>Dose Optimization Denials</i>	14

Exception 716 Override	Total
<i>Drug Approval for larger quantities</i>	0
<i>Drug Denial for larger quantities</i>	2

<b>Exception 713 Override</b>	<b>Total</b>
<i>Drug Not Related to Terminal Illness - Approved</i>	<i>23</i>
<i>Drug Related to Terminal Illness - Denied</i>	<i>3</i>

<b>Exception 712 Override</b>	<b>Total</b>
<i>Drug Therapy Approved for &gt; 15 Days</i>	<i>8</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>119.5</i>
<i>Override approval rate for ER and Dose Opt edits</i>	<i>98 %</i>