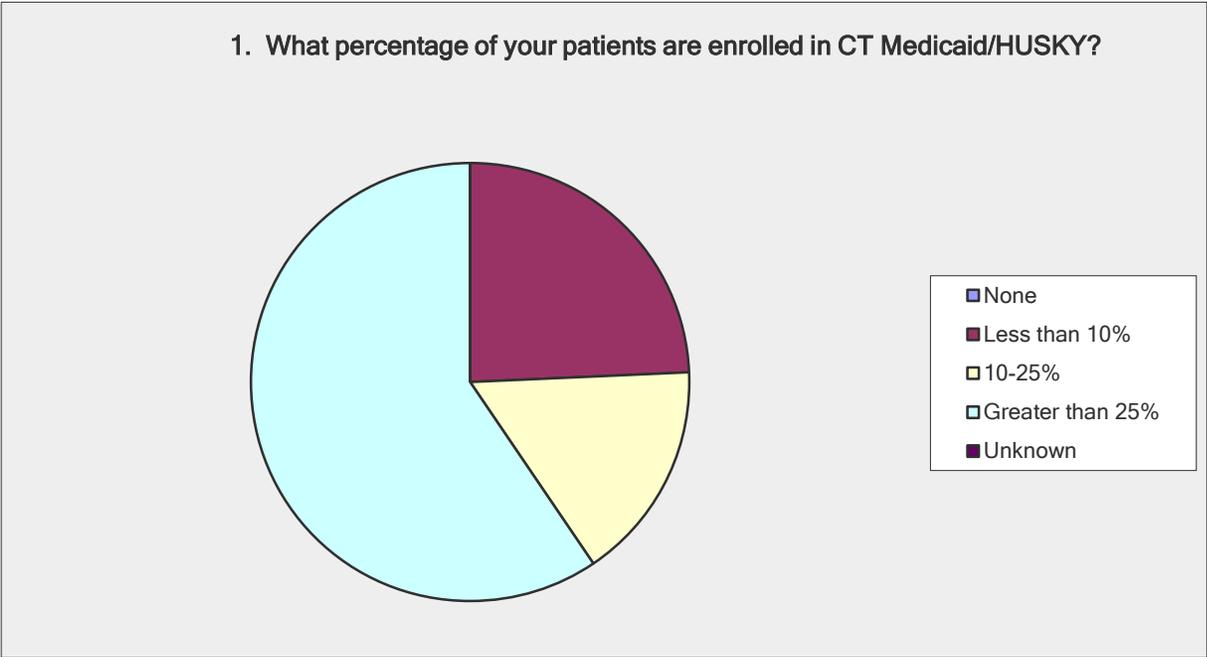


# DSS Prescriber Survey

1. What percentage of your patients are enrolled in CT Medicaid/HUSKY?		
Answer Options	Response Percent	Response Count
None	0.0%	0
Less than 10%	24.3%	9
10-25%	16.2%	6
Greater than 25%	59.5%	22
Unknown	0.0%	0
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

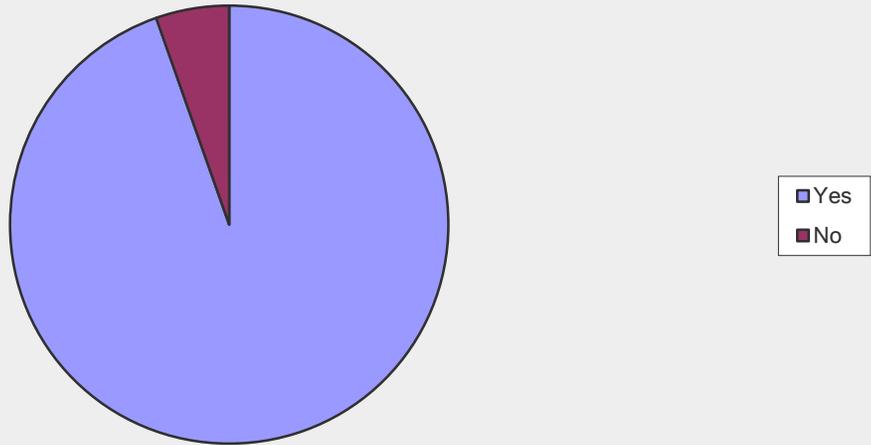


## DSS Prescriber Survey

2. Are you aware that the CT Medicaid/HUSKY program has a pharmacy prior authorization process?

Answer Options	Response Percent	Response Count
Yes	94.6%	35
No	5.4%	2
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

2. Are you aware that the CT Medicaid/HUSKY program has a pharmacy prior authorization process?

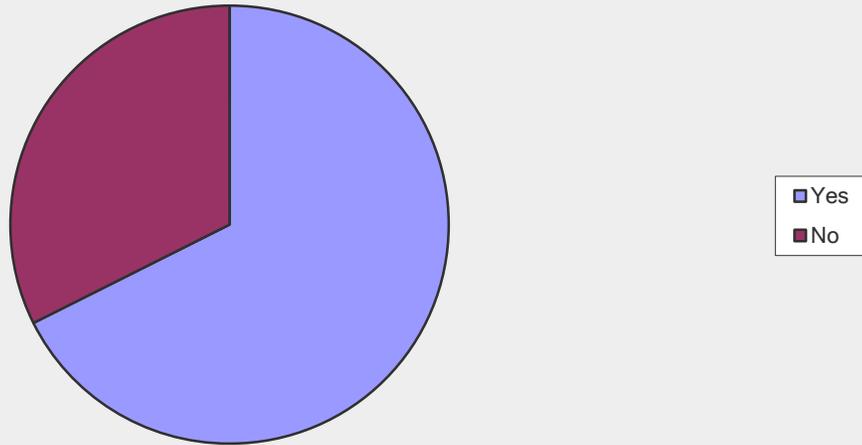


## DSS Prescriber Survey

### 3. Do you/your practice participate in electronic prescribing (e-Prescribing)?

Answer Options	Response Percent	Response Count
Yes	67.6%	25
No	32.4%	12
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

### 3. Do you/your practice participate in electronic prescribing (e-Prescribing)?

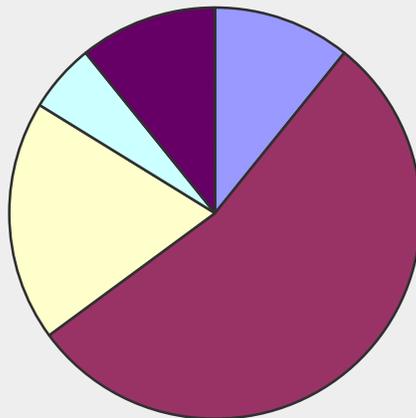


## DSS Prescriber Survey

4. How often are your Medicaid/HUSKY patients prescriptions rejected at the pharmacy because prior authorization was not obtained?

Answer Options	Response Percent	Response Count
Most of the time	10.8%	4
Some of the time	54.1%	20
Hardly ever	18.9%	7
Never	5.4%	2
Unsure	10.8%	4
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

4. How often are your Medicaid/HUSKY patients prescriptions rejected at the pharmacy because prior authorization was not obtained?



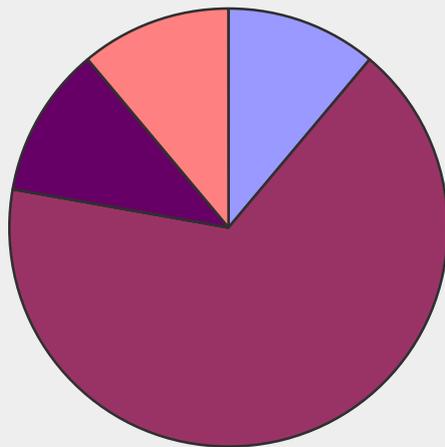
- Most of the time
- Some of the time
- Hardly ever
- Never
- Unsure

## DSS Prescriber Survey

5. How are you most often informed that a drug has been rejected or requires prior authorization?

Answer Options	Response Percent	Response Count
Pharmacist calls office	11.1%	4
Pharmacist sends fax	66.7%	24
Pharmacist sends email	0.0%	0
Patient comes to your office	0.0%	0
Patient calls	11.1%	4
Other	11.1%	4
<i>answered question</i>		<b>36</b>
<i>skipped question</i>		<b>1</b>

5. How are you most often informed that a drug has been rejected or requires prior authorization?



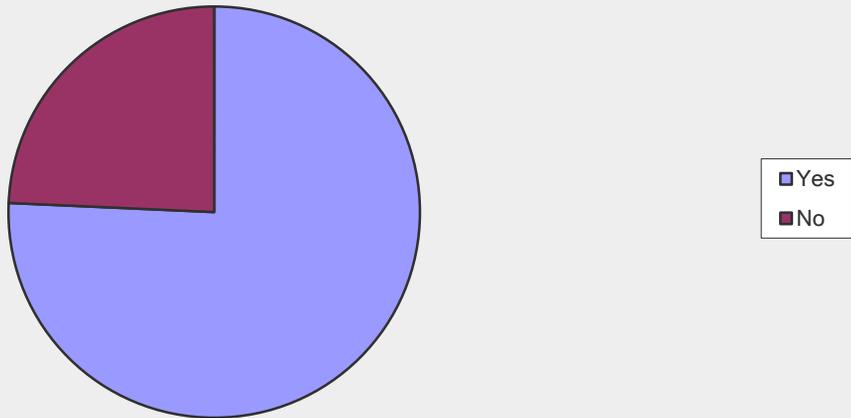
- Pharmacist calls office
- Pharmacist sends fax
- Pharmacist sends email
- Patient comes to your office
- Patient calls
- Other

## DSS Prescriber Survey

6. Do your Medicaid/HUSKY patients sometimes contact your office when a drug has been denied at the pharmacy due to lack of prior authorization?

Answer Options	Response Percent	Response Count
Yes	75.7%	28
No	24.3%	9
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

6. Do your Medicaid/HUSKY patients sometimes contact your office when a drug has been denied at the pharmacy due to lack of prior authorization?

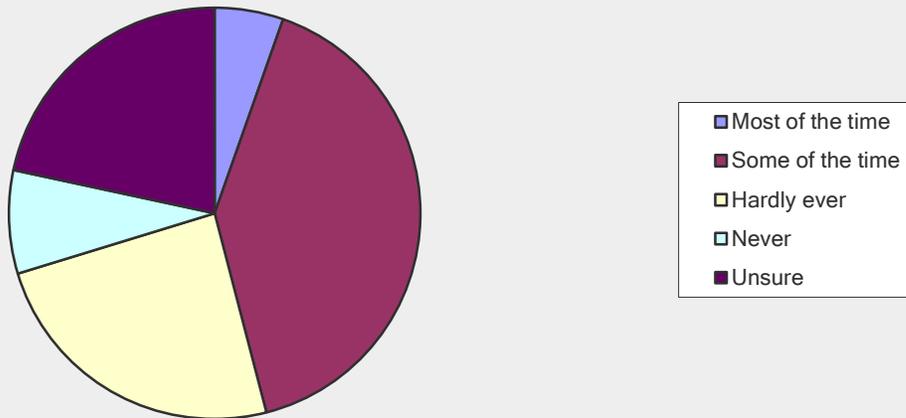


## DSS Prescriber Survey

7. How often are your Medicaid/HUSKY patients turned away from the pharmacy without medications because prior authorization was not obtained?

Answer Options	Response Percent	Response Count
Most of the time	5.4%	2
Some of the time	40.5%	15
Hardly ever	24.3%	9
Never	8.1%	3
Unsure	21.6%	8
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

7. How often are your Medicaid/HUSKY patients turned away from the pharmacy without medications because prior authorization was not obtained?

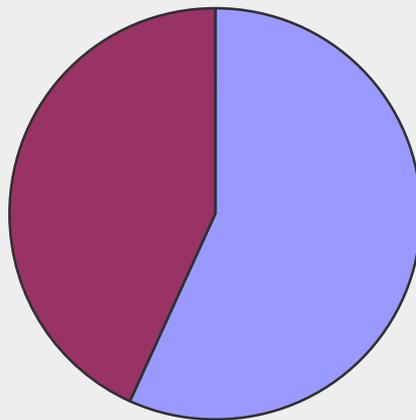


## DSS Prescriber Survey

8. Are you aware that a one-time 14 day temporary supply should be given to HUSKY/Medicaid patients whose prescription required prior authorization, but prior

Answer Options	Response Percent	Response Count
Yes	56.8%	21
No	43.2%	16
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

8. Are you aware that a one-time 14 day temporary supply should be given to HUSKY/Medicaid patients whose prescription required prior authorization, but prior authorization was not requested?

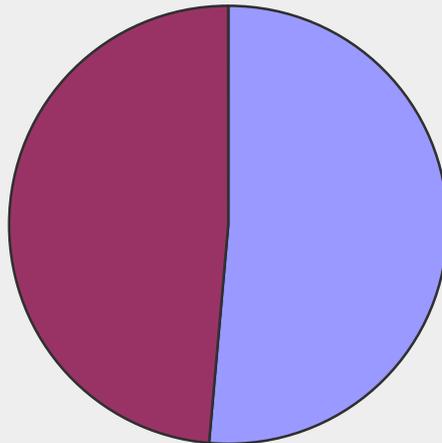


## DSS Prescriber Survey

9. Do you know where to find the Medicaid/HUSKY Preferred Drug List in order to review it prior to prescribing?

Answer Options	Response Percent	Response Count
Yes	51.4%	19
No	48.6%	18
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

9. Do you know where to find the Medicaid/HUSKY Preferred Drug List in order to review it prior to prescribing?

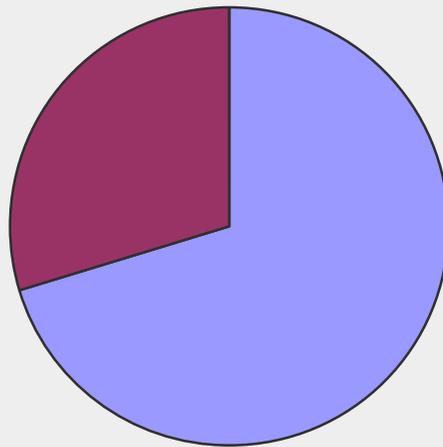


## DSS Prescriber Survey

10. Do you know where to find the Medicaid/HUSKY prescription drug prior authorization forms?

Answer Options	Response Percent	Response Count
Yes	70.3%	26
No	29.7%	11
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

10. Do you know where to find the Medicaid/HUSKY prescription drug prior authorization forms?

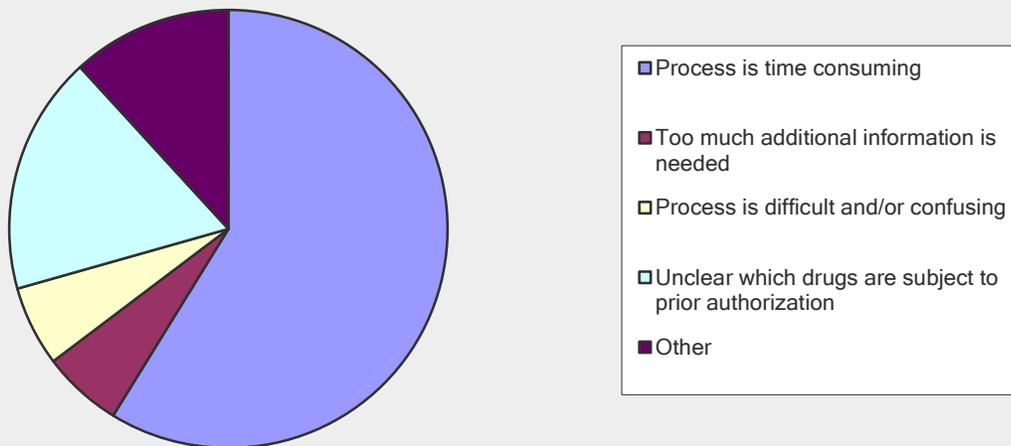


## DSS Prescriber Survey

### 11. What are the greatest challenges in obtaining [receiving] prior authorization for CT Medicaid/HUSKY patients?

Answer Options	Response Percent	Response Count
Process is time consuming	58.8%	20
Too much additional information is needed	5.9%	2
Process is difficult and/or confusing	5.9%	2
Unclear which drugs are subject to prior authorization	17.6%	6
Other	11.8%	4
<i>answered question</i>		<b>34</b>
<i>skipped question</i>		<b>3</b>

### 11. What are the greatest challenges in obtaining [receiving] prior authorization for CT Medicaid/HUSKY patients?

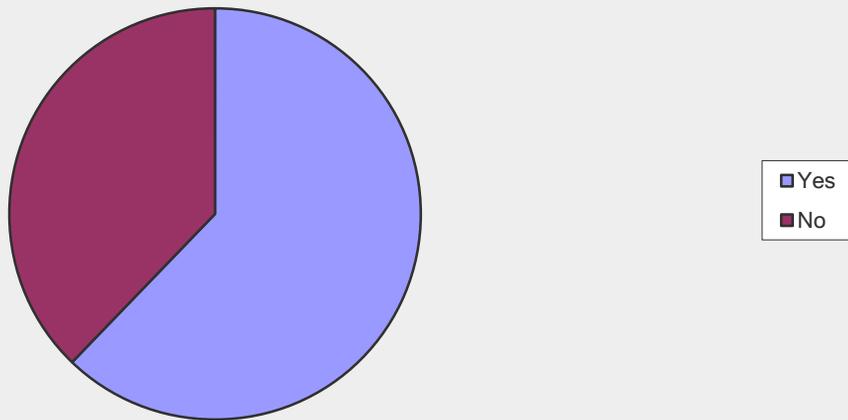


## DSS Prescriber Survey

12. Do you have an assigned staff member who receives information when prescriptions have been rejected or require prior authorization?

Answer Options	Response Percent	Response Count
Yes	62.2%	23
No	37.8%	14
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

12. Do you have an assigned staff member who receives information when prescriptions have been rejected or require prior authorization?

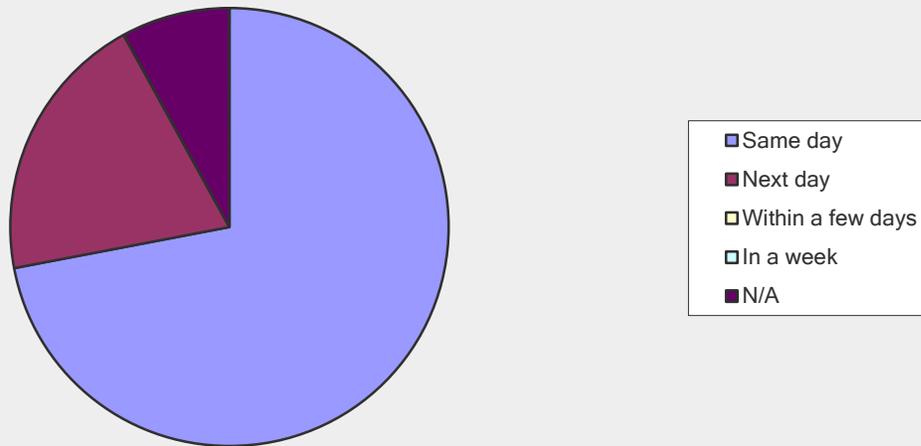


## DSS Prescriber Survey

If yes to #12, when does your staff notify you of receipt of such information?

Answer Options	Response Percent	Response Count
Same day	72.0%	18
Next day	20.0%	5
Within a few days	0.0%	0
In a week	0.0%	0
N/A	8.0%	2
<i>answered question</i>		<b>25</b>
<i>skipped question</i>		<b>12</b>

If yes to #12, when does your staff notify you of receipt of such information?

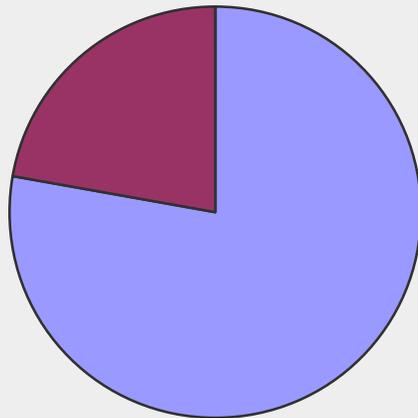


## DSS Prescriber Survey

13. Were you aware that when prior authorization is approved, it is good for one year for a non-controlled prescription and six months for a controlled prescription?

Answer Options	Response Percent	Response Count
Yes	77.8%	28
No	22.2%	8
<i>answered question</i>		<b>36</b>
<i>skipped question</i>		<b>1</b>

13. Were you aware that when prior authorization is approved, it is good for one year for a non-controlled prescription and six months for a controlled prescription?

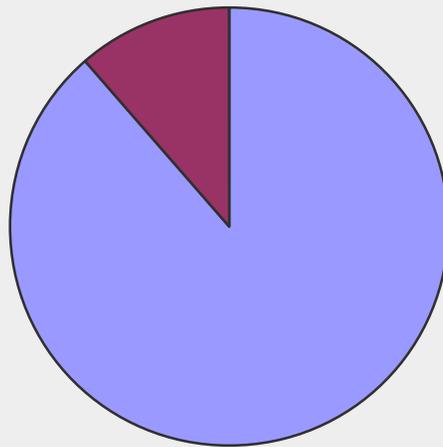


## DSS Prescriber Survey

14. Do you and your staff regularly review/read provider bulletins sent by the Connecticut Medical Assistance Program?

Answer Options	Response Percent	Response Count
Yes	88.6%	31
No	11.4%	4
<i>answered question</i>		<b>35</b>
<i>skipped question</i>		<b>2</b>

14. Do you and your staff regularly review/read provider bulletins sent by the Connecticut Medical Assistance Program?

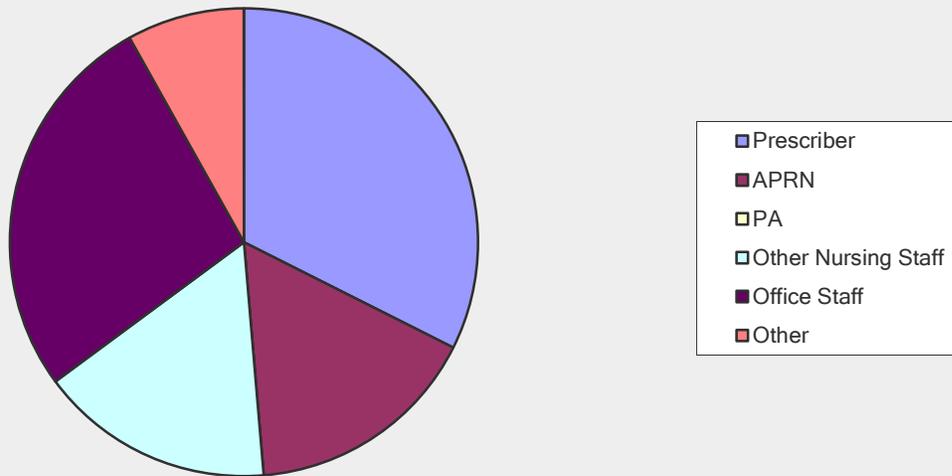


## DSS Prescriber Survey

### 15. Who is completing this survey?

Answer Options	Response Percent	Response Count
Prescriber	32.4%	12
APRN	16.2%	6
PA	0.0%	0
Other Nursing Staff	16.2%	6
Office Staff	27.0%	10
Other	8.1%	3
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>0</b>

15. Who is completing this survey?



## DSS Prescriber Survey

Please tell us more about your practice:

### Answer Options

Practice Name:

NPI:

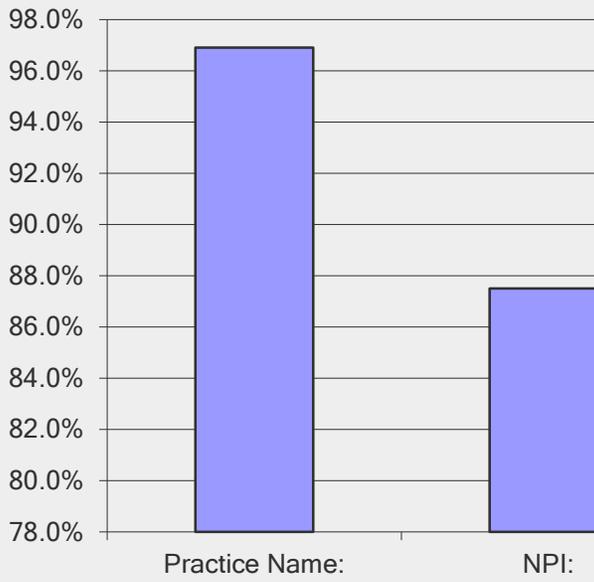
Contact Name:

Contact Phone Number

Contact Email Address:

Number	Response Date
1	Apr 12, 2012 3:32 PM
2	Apr 11, 2012 5:42 PM
3	Apr 9, 2012 7:00 PM
4	Apr 6, 2012 7:39 PM
5	Apr 5, 2012 9:16 PM
6	Apr 3, 2012 1:03 PM
7	Apr 2, 2012 6:42 PM
8	Apr 2, 2012 6:27 PM
9	Apr 2, 2012 5:41 PM
10	Apr 2, 2012 5:32 PM
11	Mar 30, 2012 2:44 PM
12	Mar 30, 2012 12:50 PM
13	Mar 29, 2012 8:16 PM
14	Mar 28, 2012 4:52 PM
15	Mar 28, 2012 3:03 PM
16	Mar 28, 2012 1:48 PM
17	Mar 28, 2012 4:01 AM
18	Mar 27, 2012 4:57 PM
19	Mar 27, 2012 3:05 PM
20	Mar 27, 2012 1:52 PM
21	Mar 27, 2012 12:45 PM
22	Mar 27, 2012 1:02 AM
23	Mar 26, 2012 9:17 PM
24	Mar 26, 2012 2:56 PM
25	Mar 25, 2012 6:07 PM
26	Mar 25, 2012 1:47 AM
27	Mar 22, 2012 7:04 PM
28	Mar 22, 2012 6:31 PM
29	Mar 22, 2012 4:00 PM
30	Mar 21, 2012 8:49 PM
31	Mar 21, 2012 6:03 PM
32	Mar 21, 2012 12:46 PM

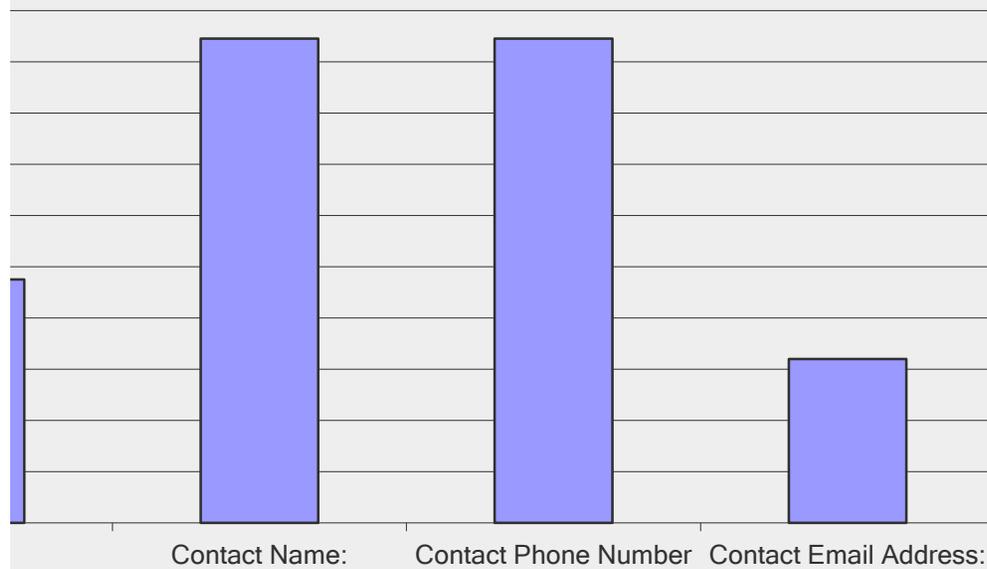
Please tell us mor



Response Percent	Response Count
96.9%	31
87.5%	28
96.9%	31
96.9%	31
84.4%	27
<i>answered question</i>	<b>32</b>
<i>skipped question</i>	<b>5</b>

Practice Name:	Categories	NPI:	Categories
PFHC		1841283439	
Griffith Medical Services		1457687113	
Norwich Internal Medicine		1558437269	
CT Rehabilitation & Spasticity Care		1629356431	
Ferrucci, Ferrucci, and Morris			
Ferrucci, Ferrucci, Morris			
Obstetrics & Gynecology Associates		4176419	
Sharon OBGYN PWH		1083650329	
East Hartford Pediatrics, LLC		170898764	
DR.MALIK NEHA		NONE	
BLAIR MANOR			
Ronald C Bezahler MD		1770518151	
Stanley H. Kessler, DDS		1871537886	
Ear Nose and Throat Associates of Southeastern CT p.c.		1518044395	
Ear, Nose and Throat Assoc		1518044395	
Dr David L. Yeager			
David B. Walshin, M.D., P.C.		1679566384	
Town and Country Pediatrics and Family Medicine, PC		1942414081	
Donna Civardi APRN, FNP-BC		1043520604	
Women's Health Center		1891723995	
jeffrey Small MD		1750375549	
Daniel C. Belin, M.D.		1841265048	
Day Kimball Pediatric Center		1518950096	
Anand & Anand, Mds, LLP		1619026481	
gilberto ramirez md		1518981448	
Warren Pediatrics		1336216019	
Arlene Dumais, APRN; Psychotherapy Services etc		1205842127	
East Hartford Medical Center		1942274113	
BRIDGEPORT FAMILY HEALTH		1538207295	
Abington Family Healthcare LLC		1871774034	
		1609971696	
DAVID L YEAGER, MD		1386617986	

te about your practice:



Contact Name:	Categorie s	Contact Phone Number	Categorie s
Raja Fattaleh, MD			
Elvin Griffith		2038595154	
Allie		860-889-7321	
Cheri		860-628-3111	
Luise Ferrucci		203-325-4665	
Vito Ferrucci		203-325-4665	
Lily Chan		(203) 325-4321x223	
Ann Cassese		860-364-0536	
Yvonne Cassidy		860-289-3047	
NONE		2035033570	
LISA JAMES		8607498388	
Jill		860-621-6757	
Cindy Horosky		203-797-8070	
Kimberly Key		860-442-0407 ext 225	
Dawn ext 305		860-536-3078	
Jeanne Bedard		860-928-0815	
David B. Walshin, M.D.		203-352-1217	
Malkie		860-274-8891 x 4	
Maria Landry		8603832024	
Toni		203-944-9898	
janis Bufferd		203-372-4419	
Dr. Belin		860-346-3600	
Robert Moes		860-963-6390	
Sonia Lavaredas		203-374-4288	
laurie		860-242-3933	
Dr. Warren		8605214044	
Betty Gledhill		860-449-9201	
Phil Cone		8602827128	
ARACELIS MARTINEZ		203-371-5197	
Cheryl		860-974-0529	
Christopher Kochis APRN		860-989-5055	
		860-928-0815	

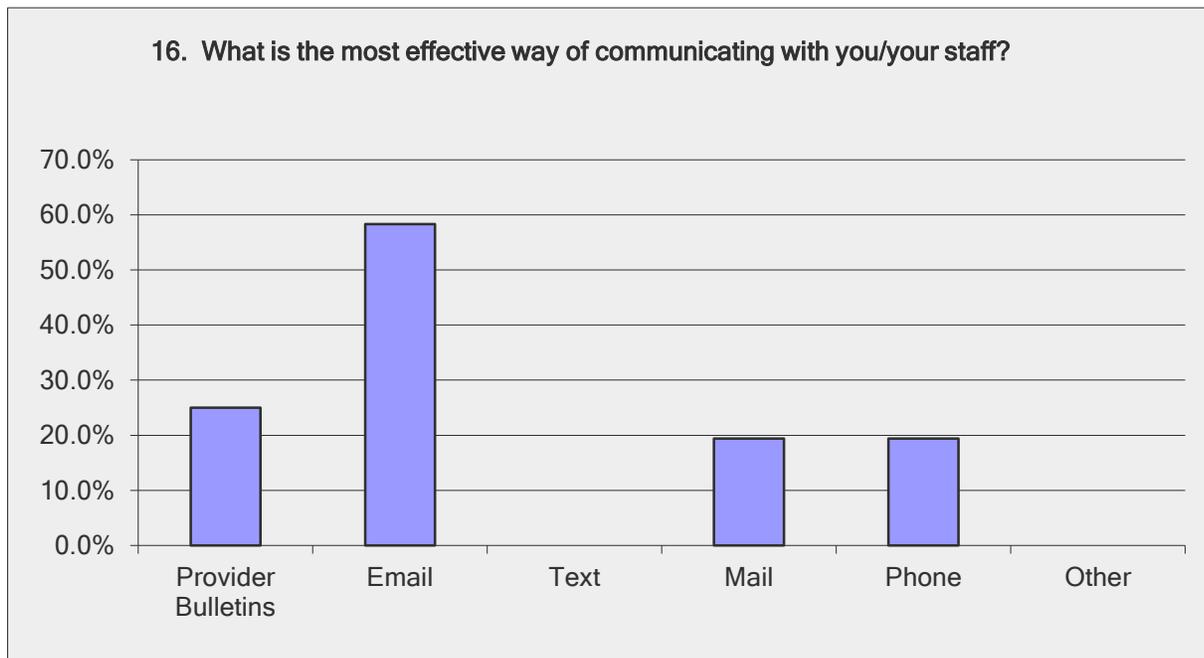


Contact Email Address:	Categorie s
priority_family@sbcglobal.net elvinbrow@yahoo.com	
cheri@ctrscare.com	
vitoferruccimd@optonline.net lchan@womenshealthusa.com ann.cassese@womenshealthusa.com cassidyvonne1@gmail.com NONE	
jmg@megahits.com dockessler@sbcglobal.net n/a tdbonefas@yahoo.com d.yeager@snet.net davidbwalshin@optonline.net towncountry2010@gmail.com aprnbc18@hotmail.com N/A drjsmall2@sbcglobal.net	
rmoes@daykimball.org Anandmd@optonline.net l.zaczynski@collinsmedicaldoctors.com mswarren@alum.mit.edu bettygledhill@yahoo.com cnbassman@sbcglobal.net bptfamhealth@yahoo.com	
christopherkochis@yahoo.com d.yeager@snet.net	

## DSS Prescriber Survey

### 16. What is the most effective way of communicating with you/your staff?

Answer Options	Response Percent	Response Count
Provider Bulletins	25.0%	9
Email	58.3%	21
Text	0.0%	0
Mail	19.4%	7
Phone	19.4%	7
Other	0.0%	0
<i>answered question</i>		<b>36</b>
<i>skipped question</i>		<b>1</b>



## DSS Prescriber Survey

17. We value your professional opinion and would like your input/suggestions for improving the prior authorization system. Please

Answer Options	Response Count
	15
<i>answered question</i>	15
<i>skipped question</i>	22

Number	Response Date	Response Text	Categories
1	Apr 12, 2012 3:32 PM	the T19 PA process is very easy	
2	Apr 11, 2012 5:42 PM	It should be electronic rather than paper.	
3	Apr 2, 2012 6:42 PM	Short & Simple because providers are so busy that	
4	Apr 2, 2012 6:27 PM	We try to use what is on the formulary unless the pr	
5	Apr 2, 2012 5:32 PM	.	
6	Mar 29, 2012 4:31 PM	This is the most cumbersome and nonsensicle syst	
7	Mar 28, 2012 4:52 PM	when medication is approved a fax should be sent t	
8	Mar 28, 2012 4:01 AM	Should not have to go through the prior authorizatio	
9	Mar 27, 2012 3:05 PM	Computerized process with a more efficient turn arc	
10	Mar 27, 2012 1:52 PM	Providers should be notified of the outcome of the pr	
11	Mar 27, 2012 12:45 PM	The process takes too much time and required info	
12	Mar 26, 2012 9:17 PM	I believe that many prescriptions are being kicked o	
13	Mar 26, 2012 4:49 PM	Never notified if PA is approved or rejected. This is	
14	Mar 25, 2012 1:47 AM	We are Pediatricians. We do not prescribe anything	
15	Mar 22, 2012 6:31 PM	The providers feel they can write what ever they wa	

time is the essence, we need to provide quality care instead of worrying whether it is covered by insurance. If a patient has had a problem with the formulary drug.

them that only further delays the most vulnerable members of the health care system from getting care. Too often, when ordering from a physician office so we are aware, often we have to call back to verify if approved. In a system when someone has been taking a specific medication for many years. Wasted time would be wonderful. Additionally, after hours are an issue is seeing a patient later in the day, for prior auths. There is never any feedback. The process is excessive. Even generic prescriptions need prior auth. We have moved into prior authorization simply because the prescriber did not tick off "dispense as written" for certain drugs, a MAJOR problem. Stop using exotic. Pharmacists should AUTOMATICALLY switch to, for example, your preferred (name brand) product. Patients and the drug reps add to this by telling the providers that their products are now formulary for medical use.

nce. We can't speak for others but our doctors are genuinely dedicated to patients. If the authorization c:

he state should be ashamed of itself!

or on the weekend, as we so often do.

1 medications that the state will not cover as generic. Examples would be Augmentin suspension, or Cc

1micort if we accidentally prescribe (the generic) budesonide. {This begs the question: is the State inde  
id.Which is sometimes true and sometimes not.

can be done online in a VERY easy & simple way, that will make us very happy.

incentiva, or Pulmicort Respules. Unless we tick DAW, the pharmacy automatically attempts to fill the generic. Would you prefer getting a better price on the brand name Pulmicort than on a generic?}

generic version, which is rejected, thereby resulting in prior authorization paperwork and additional delays

to the family. Obviously the prescribers are expected to keep up to date with the Preferred Drug List; hc

However I would think that the pharmacists would be able to alert us that a DAW error is the problem and i

not simply send the prescriber a non-specific rejection message stating that prior authorization is require

ed. It costs the state time and money to process prior authorizations, so I would hope that simple DAW t

errors could be identified appropriately and treated as a separate category of error.