

Prior Authorization Survey Results May 16, 2012





Goals:

- set context
- review key survey results
- outline recommendations
- identify contact information

Context

- Connecticut General Statutes Section 17b-491a(a) permits DSS to require prior authorization (PA) of any drug covered by HUSKY, Charter Oak and ConnPACE

- PA types:
 - Brand medically necessary
 - Early refill
 - Non-Preferred drug list
 - Optimal dose
 - Serostim
 - Synagis
 - High dose transmucosal fentanyl

Context

- Connecticut General Statutes Section 17b-491a(b) requires:
 - DSS through its contractor HP to process PA requests from physicians or pharmacists not later than 2 hours after receipt
 - if the request is not granted or denied within 2 hours of receipt, it is deemed granted
- If PA is required but has not been sought by the prescriber or the pharmacist is unable to contact the prescriber at the time that the prescription is presented, the pharmacist is authorized to dispense a one-time 14-day supply
- An additional '5 day' emergency supply is also available when no PA has been requested by the prescriber and the individual has returned to the pharmacy after depleting the 14 day temporary supply

Context

- Most PA requests are initiated based on the point-of-service (POS) messaging that is received by the pharmacy that is billing the claim
- Messaging includes:
 - the type of PA that is indicated (e.g. brand medically necessary)
 - relevant contact phone number for HP
 - instructions for pharmacist to dispense a one-time 14 day supply
- If the pharmacist inserts all “9s” in the PA fields on this message, the 14-day supply is authorized

Context

- periodically there have been reports that consumers are having difficulty receiving the required 14-day temporary supply
- DSS has intervened in all cases in which these inquiries have been referred
- the Consumer Access Subcommittee of the Medical Assistance Program Oversight Council (MAPOC) has over the past two years expressed interest in monitoring consumer experience with the prior authorization process

Context

- in 2010:
 - a survey instrument relating to prior authorization was distributed to members of the Connecticut chapter of the American Academy of Pediatrics (CTAAP)
 - the Department's e-prescribing initiative was implemented, which provided easy access to the PDL for prescribers by providing a list of all products along with alternative therapies. Additionally, a resource link to PA forms is also provided.

Context

- in April, 2011, the Subcommittee co-chairs (Christine Bianchi, Heather Greene) forwarded a letter to Senator Harp, Chair of MAPOC, stating that no responses were received to the CTAAP survey and asking that MAPOC request that the Department issue a provider survey through its CTMAP system
- the Department then joined with stakeholders to discuss how best to implement this initiative – the intent was to help address the concerns of both the stakeholders and the Department

Survey Methodology

- the Department worked with stakeholders to draft distinct prescriber and pharmacist survey instruments - these instruments were posted using Survey Monkey
- prescribers and pharmacists were notified of the availability of the survey via email, the Department's provider bulletin process, notification distributed through various medical associations, CT Pharmacists Association, Community Health Network, etc.
- response to the surveys was as follows:
 - Prescribers: N = 37
 - Pharmacists: N = 39

Key Results – Prescriber Survey

- 94.6% (N=35) were aware of pharmacy PA process , 5.4% (N=2) were not
- 67.6% (N=25) participate in e-prescribing
- when asked how often Medicaid/HUSKY patients get rejected at the pharmacy because PA was not obtained, 10.8% (N=4) said “most of the time” and 54.1% (N=20) said “some of the time”
- the most common means of receiving notice that a drug requires PA include faxes and calls from pharmacists

Key Results – Prescriber Survey

- 75.7% (N=28) reported that patients sometimes contact their office when a drug has been denied due to lack of PA
- when asked how often patients are turned away without medications because PA was not obtained, 5.4% (N=2) reported “most of the time” and 40.5% (N=15) reported “some of the time”
- 56.8% (N=21) were aware of the 14-day temporary supply; **43.2% (N=16) were not aware**
- 77.8% (N=28) were aware that PA is good for a year for a non-controlled Rx and 6 months for a controlled Rx

Key Results – Prescriber Survey

- when asked what challenges they face in obtaining PA for patients, 58.8% (N=20) reported that the process is too time consuming
- 88.6% (N=31) report that they read provider bulletins from DSS

Key Results – Pharmacist Survey

- 97.4% (N=38) reported that they are sometimes unable to fill a prescription because PA has not yet been obtained
- when asked how often this happens:
 - 47.4% indicated “daily”
 - 21.1% indicated “weekly”
 - 28.9% indicated “monthly”
 - 2.6% indicated “quarterly”

Key Results – Pharmacist Survey

- 100% (N=39) reported that they contact prescribers to request PA, as opposed to asking customers to do this
- 84.6% (N=33) reported that the electronic message that they receive states that a drug requires PA
- 73.7% (N=28) reported that the message clearly directs them to contact the prescriber when PA is required

Key Results – Pharmacist Survey

- when asked what percentage of the time they could reach the prescriber within 48 hours:
 - 25.6% (N=10) indicated 25% or less of the time
 - 15.4% (N=6) indicated 25-50% of the time
 - 23.1% (N=9) indicated 50-75% of the time
 - 35.9% (N=14) indicated 75-100% of the time
- 92.3% indicated that they provide customers with the 14-day supply

Key Results – Pharmacist Survey

- when asked how often a customer leaves without their prescribed medication or a temporary fill:
 - 5.4% (N=2) reported “almost always”
 - 13.5% (N=5) reported “often”
 - 40.5% (N=15) reported “sometimes”
 - 24.3% (N=9) reported “seldom”
 - 16.2% (N=6) reported “never”

Key Results – Pharmacist Survey

- when asked how often a customer who leaves with a temporary fill returns without PA:
 - 7.7% (N=3) reported “daily”
 - 35.9% (N=14) reported “weekly”
 - 33.3% (N=13) reported “monthly”
 - 23.1% (N=9) reported “quarterly”

Key Results – Pharmacist Survey

- 87.2% (N=34) report that they read provider bulletins from DSS
- pharmacists' preferred means of receiving communications from DSS, in rank order, are:
 - e-mail (52.6%)
 - provider bulletins (44.7%)
 - mail (23.7%)

Recommendations

- Make PA forms and Preferred Drug List more accessible on DSS web site as well as available on other frequented websites (e.g., CHN, CPA, Medical Society, etc.)
- Refresh outreach to prescribers on PA requirements and 14-day supply – hold a combined educational session for prescribers and pharmacists
- Continue to promote participation in e-prescribing
- Consider implementing a web-based portal for PA process
- Outreach by the respective Provider Representative (one-on-one outreach)

Forms and Contact Information

- explanatory information and forms are available at this link: www.ctdessmap.com

- HP PA request line is staffed 24/7

- key contact numbers for HP PA:
 - 1-866-409-8386
 - 1-866-759-4110 (FAX)
 - 1-866-604-3470 (TTY/TDD line)