



Pharmacy Prior Authorization Data Collection Pilot Update

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Northeast

Physician Hospital Organization

Prior Authorization Pilot Results

- Prior authorization requests are not going away
 - There is no “Easy Button” for this process
 - Data collected from May – August 2018 (2 – 4 week snapshots)
 - All practices:
 - **11 Practices** returned results for PA Data Collection Pilot
 - 6 Primary Care Practices
 - 5 Specialty Care Practices
 - **104 individual PA events**
 - Medical Assistants (MA), Nurses and Providers #104 (average of **27.1** minutes per event)
 - **58% - Medical Assistant** processed #60 (average of **21.5** minutes per event)
 - **19% - Nurse** processed #20 (average of **31.3** minutes per event)
 - **23% - Provider + MA** processed #24 (average of **22.9** minutes per event)
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Specialty		Average Time/ Prior Authorization (minutes)	Average Time by Practice Specialty (minutes)
All Providers		27.1	
Primary Care	Medical Assistant	25.0	24.4
	Nurse	23.1	
	Provider	15.0	
Specialty Care	Medical Assistant	32.6	29.9*
	Nurse	46.4	
	Provider	15.6	

**24 events included both MA + Provider time*

Reported PA Status	
Approved	52%
Denied	24%
Pending	22%
PA not needed	2%

What we learned

- Majority of practices utilize “Cover My Meds” platform
 - Prior Authorization processes with **provider involvement** had fewer PAs on a weekly basis
 - Prior Authorization process with direct PA requests from pharmacies (*FAXed or via Cover My Meds*) had more PAs on a weekly basis
 - Generally Specialty practice PA process (*e.g. specialty meds*) takes more time than PCP practice
 - Finding a formulary alternative is “painful” for some health plans
 - Generally not provided by pharmacy; “some RPhs” will run a dummy script to see if alternative covered
 - Preferred agents (Rx Plan Coverage) not in Epic
 - Health plan specific; websites can be cumbersome
 - IF patient has a Commercial plan that includes Rx coverage, information will be in Epic (BCBS, HPHC etc.)
 - IF a Medicare patient, chances are Rx plan will NOT be in Epic; Patients do not usually know their Part D Plan. (e.g. Humana, AARP, Silver Scripts etc.)
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What we learned *(continued)*

- Formulary Alternatives
 - IF patient has a Commercial plan that includes Rx coverage, information will be in Epic (BCBS, HPHC etc.)
 - IF a Medicare patient, chances are Rx plan will NOT be in Epic; Patients do not usually know their Part D Plan. (e.g. Humana, AARP, Silver Scripts etc.)
 - IF you call their pharmacy they will usually have the Part D Plan AND a phone number to call.
 - Calling health plans requires patience, diligence and **time**
 - Be prepared: Provider NPI number; most patient information can be found in chart (e.g. diagnosis; medications already tried)
 - (STEP Therapy – patient must try a med on the formulary BEFORE a non-formulary med is approved by PA)
 - If a new medication, always solicit supporting information/documentation from provider; again Ask if alternative may be prescribed.
 - Most PA's will generate a decision within 24-72 hours.
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Formulary Alternatives - Health Plan Websites

- Most health plan links for pharmacy coverage can be easily accessed through the NEPHO Website at nepho.org.
- Select: CLINICAL SERVICES, PHARMACY, HEALTH PLANS to go right to links for all NEPHO Health plans. (see below)

The screenshot displays the website for the Northeast Physician Hospital Organization. At the top, the header includes the organization's name, a phone number (978-236-1744), a login button, and a quick links menu. Below the header is a navigation bar with links for Services, Provider Information, Meetings Calendar, News & Resources, and About Us. The main content area features a large banner with the text "Health Plan Formularies" over a background image of a doctor's hands. To the left of the banner is a sidebar menu with "Services" expanded, showing "Administrative Services" and "Clinical Services". Under "Clinical Services", there are links for "Care Management", "Patient Experience", "Population Health", and "Pharmacy Services". The main content area below the banner is titled "Health Plan Formularies" and contains a sub-header "Click on the health plan link to be connected to their on-line formulary information:". Below this, there are four links: "BCBS Drug Formulary Lookup", "Boston Medical Center: HealthNet Plan", "Celticare Health Drug Formulary Lookup", and "Fallon Drug Formulary Lookup".

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978-236-1744 Login Quick Links

Services Provider Information Meetings Calendar News & Resources About Us

Health Plan Formularies

Services

- Administrative Services
- Clinical Services
 - Care Management
 - Patient Experience
 - Population Health
 - Pharmacy Services

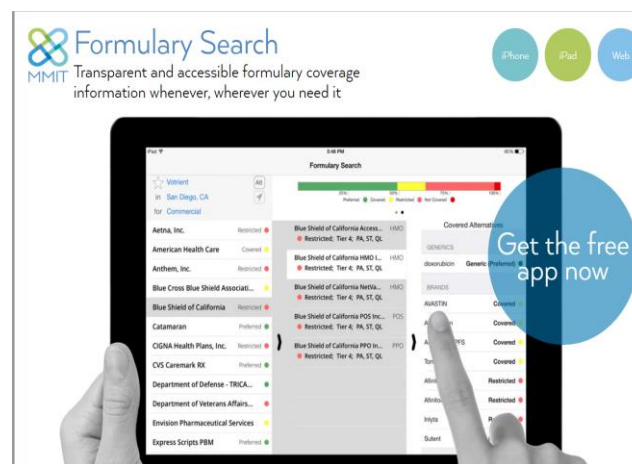
Health Plan Formularies

Click on the health plan link to be connected to their on-line formulary information:

- ▶ [BCBS Drug Formulary Lookup](#)
- ▶ [Boston Medical Center: HealthNet Plan](#)
- ▶ [Celticare Health Drug Formulary Lookup](#)
- ▶ [Fallon Drug Formulary Lookup](#)

MMIT Formulary Drug Search Application

- Application used to find COVERAGE and ALTERNATIVES for a particular medication for a particular Rx plan.
- Download onto iPhone, iPad or available via web
<http://info.mmitnetwork.com/formulary-search>



- Can be set up for COMMERCIAL or MEDICARE plans by state
- Enter drug name in the LOOK UP tool; Once drug is entered, a listing of coverage is listed with GREEN (Preferred) or YELLOW (Covered PA/ST - means requires PA or STEP)
- Click on blue lettering COVERED ALTERNATIVES then click on Brand or Generic for list of meds

Cover My Meds Platform

CoverMyMeds.com

- Electronic automation of PA process
 - On line program that allows the Healthcare Professional to begin the PA process electronically. You can locate the correct form, fill it out online and submit to the plan.
 - A lot of pharmacies who also use the program, and will FAX a PA request notifying initiation of the PA process; a KEY is supplied to access the form
 - informing us that they already started the PA process, and will supply a "KEY" to enter to bring the form up.
 - EHR integration such as Epic; Lahey Epic does NOT partner
 - See <https://www.covermymeds.com/main/>
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