POLICY AND PROCEDURE

DEPARTMENT: Ambetter Health Plans	**DOCUMENT NAME:** Drug Utilization Review
PAGE: 1 of 4	**REPLACES DOCUMENT:**
APPROVED DATE: 02/14	**RETIRED:**
EFFECTIVE DATE: 02/14	**REVIEWED DATE:** 02/15, 02/16, 02/17, 02/18
PRODUCT TYPE: Health Insurance Marketplace	**REFERENCE NUMBER:** HIM.PHAR.04

SCOPE:
Health Insurance Marketplace (Ambetter) Plans, Envolve Pharmacy Solutions Clinical Pharmacy Operations, Centene Corporate Pharmacy and Therapeutics Committee

PURPOSE:
To define the process of Ambetter Drug Utilization Review (DUR).

POLICY:
The standard prospective and retrospective DUR programs are delegated to the designated pharmacy benefit manager (PBM), Envolve Pharmacy Solutions, utilizing the standards, criteria, protocols and procedures established by the mutual agreement of the Centene Corporate Pharmacy and Therapeutics Committee, Envolve Pharmacy Solutions, and the Ambetter Health Plans' Pharmacy Departments in accordance with applicable state and federal requirements and NCQA standards. The DUR program is submitted for review and approval to the Centene Corporate Pharmacy and Therapeutics Committees annually. The DUR program is designed to alert prescribers and/or dispensing pharmacists by identifying overuse, underuse, inappropriate or medically unnecessary care, and to address safety concerns associated with specific drugs, including the potential for drug interactions. The DUR program also functions to identify opportunities to improve the quality of care for patients including adherence to prescribed therapy and improvements in the medication regimen consistent with the patient's diagnoses or conditions. The results of any retrospective DUR programs may also be used to initiate additional claims review and analysis at the Plan. In addition, follow-up studies may be performed to assess the impact and outcomes of retrospective DUR interventions.

PROCEDURE:
Selection of DUR Projects: DUR projects are initiated from review of current clinical literature and monthly trends in utilization that may prompt the need for further analysis and the potential need for an intervention. The DUR projects are carefully chosen to maintain a high level quality of care for members by intervening with prescribers and dispensing pharmacists to reduce potential inappropriate prescribing or promote improved drug therapy based on recognized standards of care. Data generated from prescriber responses is used to modify and improve the DUR projects as well as report outcome data to determine the effectiveness of the projects.

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PROCESS:
Ambetter Plan pharmacists are notified by Envolve Pharmacy Solutions, either monthly or quarterly (dependent on the clinical intent of the DUR initiative), of members identified as meeting the requirements for a potential DUR intervention. If deemed appropriate, communications are initiated to providers by phone, fax or via intervention letters. Faxes and intervention letters may include patient prescription profiles for prescribers to review along with outcome checklists to monitor practitioner response. In most cases a brief but definitive provider communication is sent notifying prescribers of potential concerns or suggestions for improved therapy, while offering providers further detail upon request. Interventions are documented in the care management application.

Prospective DUR Guidelines: Prospective DUR functions are provided at the point of sale (POS) and include real-time messaging that can affect dispensing. The Envolve Pharmacy Solutions PBM system uses a compiled database provided by Medispan to generate electronic alerts to dispensing pharmacies via standard POS messaging when potential drug conflicts exist. In most cases, Envolve Pharmacy Solutions uses a passive notification that is meant to augment the dispensing pharmacy's internal DUR dispensing application and to avoid interruption or delays in drug therapy.

PASSIVE DUR POS MESSAGING	
Drug-Related Problem	**Related Concurrent DUR Alert**
Medication Overuse	
Overdose/toxicity	- Overuse precaution - Therapeutic duplication
Improper drug selection	- Drug-age precaution - Drug-pregnancy alert - Drug-gender alert
Medication Underuse	
Non-compliance	- Poor adherence/Failure to receive medication - Underuse precaution
Subtherapeutic dosage	- Low dose alert - Insufficient duration alert
Adverse Drug Events (ADE)	
Drug interaction	- Drug-drug interaction (significant) - Drug-food interaction

- Drug-alcohol interaction

In some cases (such as the pregnancy contraindications below), system edits may require the dispensing pharmacist to override the edit confirming that the issue of concern has been addressed. The prospective DUR system edits use predetermined standards which are based upon the peer-reviewed medical literature and references such as American Hospital Formulary Service Drug Information, United States Pharmacopoeia Drug Information, *Clinical Pharmacology* and *Facts and Comparisons*.

Pregnancy/Drugs Contraindicated in Pregnancy: Envolve Pharmacy Solutions has developed an automated drug warning alert to pharmacies when a patient's prescription history shows no use of contraception and/or hormone replacement therapy for females aged 12 through 50 who are prescribed drugs labeled as pregnancy categories D and X. The network pharmacy is required to enter an override code to confirm that an assessment of pregnancy risk has been performed.

Retrospective DUR Guidelines: All standard retrospective DUR programs adhere to current standards of drug based screening elements for medications that have limited clinical documentation supporting combination use, carry high risk warnings for concomitant drug therapy, identify overuse, identify underuse or sub-therapeutic dosing of medication, suggest possible fraud and abuse potential or offer other opportunities to improve patient care.

Goals: Standard retrospective DUR goals include:

- Improve prescribing practices by educating prescribers on current practice standards and guidelines and by making recommendations to improve medication therapy.
- Alert prescribers to potential problems, such as drug interactions, drug non-adherence, overutilization, multiple prescribers, and therapeutic duplication with the dual objectives of providing a high quality drug benefit and impacting overall drug utilization.
- Educate and communicate to prescribers on the safety, efficacy and pharmacoeconomics of drugs placed on the formulary.
- Identify areas of abuse, misuse or fraud by prescribers or members.

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Patient Specific Review: The Ambetter Plan pharmacist performs an ongoing evaluation of prescription claims to review claims history for potential therapeutic issues using plan specific pharmacy claims data provided by Envolve Pharmacy Solutions. The Plan pharmacist reviews the monthly claims data to look for patient or drug specific claims information that may indicate inappropriate pharmacy benefit utilization or patient safety concerns. The Plan pharmacist may refer members to case management nurses for member intervention.

REFERENCES: N/A

ATTACHMENTS: N/A

DEFINITIONS: N/A

REVISION LOG

REVISION	DATE
Changed reference from Corporate Pharmacy Department to US Script Utilization Management Pharmacy Department.	02/16
Changed reference from US Script to Envolve Pharmacy Solutions	02/17
Policy reviewed. No changes.	02/18

POLICY AND PROCEDURE APPROVAL

Pharmacy & Therapeutics Committee: Approval on file

EPS Director, Marketplace Approval on file

Sr. V.P., Chief Medical Officer: Approval on file

NOTE: The electronic approval is retained in Compliance 360.