



MCO Name	Reporting Reference	Reporting Name	Submission Date	Data Period Start	Data Period End
NH Healthy Families	BHDRUGPA.01-B	Severe Mental Illness Drug Prior Authorization- 8: CMHC Late PA	12/11/2017	12/3/2017	12/9/2017

<b>This report is specific to CMHCs.</b>		
<b>Report Frequency: Weekly</b>	<b>Lag Time: 3- Business Days</b>	<b>First Report Due Date: 9/13/2017</b>

Reporting Week: month/week (1st day of reporting wk.)/year (Rolling week)	Total # of PAs not processed timely.	Total # PAs automatically approved because MCO did not process timely.	Provide Reason why time line was not met (narrative)
2017-09-03 - 2017-09-09	0	0	
2017-09-10 - 2017-09-16	1	1	Hurrigan Irma displaced some reviewers
2017-09-17 - 2017-09-23	5	5	Staffing issue over the weekend at the PBM
2017-09-24 - 2017-09-30	10	10	Missed turnaround time by less than an hour.
2017-10-01 - 2017-10-07	8	8	Missed turnaround time by less than an hour.
2017-10-08 - 2017-10-14	0	0	
2017-10-15 - 2017-10-21	0	0	
2017-10-22 - 2017-10-28	0	0	
2017-10-29 - 2017-11-04	0	0	
2017-11-03 - 2017-11-11	0	0	
2017-11-12 - 2017-11-18	0	0	
2017-11-19 - 2017-11-25	0	0	
2017-11-26 - 2017-12-02	0	0	
2017-12-03 - 2017-12-09	0	0	







MCO Name	Reporting	Reporting Name	Submission D	Data Period Start	Data Period End
NH Healthy Families	DRUGPA.0	Severe and Mental Illness Drug Prior Authorization- F: CMHC Denial Log	12/11/2017	12/3/2017	12/9/2017

This report is specific to CMHCs		
Report Frequency: Weekly	Lag Time: 3- Business	First Report Due Date:

Reporting Week: month/week (1st day of reporting wk.)/year (Rolling week)	Medicaid ID	Member Last Name	Member First Name	Prescribing Provider Name	Drug Name	Child/Adult	Injectable Antipsycho tic	Reason for Denial- ONLY FOR CMHCs Each denial should only be placed in 1 category (pick the most appropriate)				
								PA Form Incomplete or Illegible	Member Eligibility Issue	Prior Authorization Criteria Not Met	Prescribing Provider not Network Provider	Other
2017-12-03 - 2017-12-09					ARIPIRAZOLE TAB 5MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					VRAYLAR CAP 3MG	Age 18+	No	0	0	1	0	0
2017-12-03 - 2017-12-09					VRAYLAR CAP 1.5MG	Age 18+	No	0	0	1	0	0
2017-12-03 - 2017-12-09					ARIPIRAZOLE TAB 15MG	Age 18+	No	0	0	1	0	0
2017-12-03 - 2017-12-09					ARIPIRAZOLE TAB 5MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					ARIPIRAZOLE TAB 5MG	Age 18+	No	0	0	1	0	0
2017-12-03 - 2017-12-09					DEXMETHYLPE CAP 10MG ER	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					ARIPIRAZOLE TAB 15MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					VYVANSE CAP 30MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					STRATTERA CAP 25MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					STRATTERA CAP 10MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					STRATTERA CAP 10MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					STRATTERA CAP 18MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					STRATTERA CAP 25MG	Age 0-17	No	0	0	1	0	0
2017-12-03 - 2017-12-09					ABILIFY TAB 2MG	Age 0-17	No	0	0	1	0	0

MCO Name	Reference #	Report Name	Submission Date	Start	Data Period End	
NH Healthy Families	BHDRUGPA.01-G	Severe and Mental Illness Drug Prior Authorization- G.CMHC Provider Complaint Log	12/11/2017	12/3/2017	12/9/2017	This is a running log that also includes information from the past reports to allow for review of specific items/information that may have been "in process" when previous report was submitted.

NPI Number	Provider Name	Provider CMHC	Date Received	Complaint/Appeal Category as	Who is Complaint/Appe	Complaint/Appeal Description	Action/Response Taken	Date Action/Response Taken
			9/11/2017	Pharmacy	Peer to Peer reviewer	Denial of medication. Patient has been doing well and has remained stable.	Grievance & Appeals spoke with providers office, advised the complaint was that the medication was not approved. Office was advised that an appeal could be requested and COC was put in, Office contact advised that she would ask the provider how she would like to proceed. To date we have not received an appeal request or a consent form from the member. Grievance & Appeals will reachout again to provide assistance.	9/12/2017-10/30/2017
			9/12/2017	Pharmacy	Peer to Peer	Denial of medication.	Upheld on appeal on 10/11/17.	9/12/2017
			9/12/2017	Pharmacy	Peer to Peer	Denial of medication.	Overturmed on appeal	9/12/2017
			9/14/2017	Pharmacy	Peer to Peer	Denial of medication.	Case was sent to appeal and has been approved.	9/14/2017
			9/22/2017	Pharmacy	Peer to Peer reviewer	Denial of medication. Disagreement of determination.	Left multiple messages with office. Provider is out of the country, have spoken with office, they are looking into how the provider would like to proceed.	9/29/2017
			10/2/2017	Pharmacy	Peer to Peer	Denial of medication.	Overturmed on appeal	10/2/2017
			10/11/2017	Pharmacy	Peer to Peer	Denial of medication.	Appeal is pending.	10/12/2017
			10/24/2017	Pharmacy	Peer to Peer	Denial of medication.	Overturmed on appeal	10/24/2017
			10/24/2017	Pharmacy	Peer to Peer reviewer	Denial of medication. Disagreement of determination.	After additional information was received by Envolve, medication has been approved.	10/24/2017
			10/26/2017	Pharmacy	Peer to Peer	Denial of medication.	Case has been sent to appeals. COC was put in.	10/26/2017
			11/4/2017	Pharmacy	Reviewer	Denial of medication.	Case has been sent to appeals. COC was put in.	11/6/2017
			11/4/2017	Pharmacy	Reviewer	Denial of medication. Disagreement of determination.	Original complaint from 9/12/2017. Provider disagreed with resolution.	11/9/2017
			11/10/2017	Pharmacy	Reviewer	Denial of medication.	Case has been sent to appeals. COC was put in.	11/10/2017
			11/16/2017	Pharmacy	Reviewer	Denial of medication.	We have reviewed this with PBM and they will be training staff to ensure this does not happen in the future.	11/17/2017
			12/4/2017	Pharmacy	PA Policy	Medication	This was a programing issue with saftey edits. Issue resolved as of the afternoon of 12/06/2017	12/6/2017
			12/8/2017	Pharmacy	PA Policy	Medication	This was a programing issue with saftey edits. Issue resolved as of the afternoon of 12/06/2017	12/8/2017