

MCO Name	Reporting Reference	Report Name	Submission Date	Data Period Start	Data Period End
Well Sense	BHDRUGPA.01-A	Severe Mental Illness Drug Prior Authorization - A: PA Process Rate	1/31/2018	1/21/2018	1/27/2018

Report Frequency: Weekly	Lag Time: 3- Business Days	First Report Due Date: 9/13/2017
--------------------------	----------------------------	----------------------------------

Reporting Week: month/week (1st day of reporting wk.)/year (Rolling week)	Severe Mental Illness Drug Timely Processing Rate (N/D*100 = %)		Severe Mental Illness Drug PA: Numerator (N)		Severe Mental Illness Drug PA: Denominator (D)	
	MCM Program	CMHCs	MCM Program	CMHCs	MCM Program	CMHCs
e.g. 09/03/2017						
9/5/2017	95.52%	95.83%	64	23	67	24
9/10/2017	94.81%	91.43%	73	32	77	35
9/17/2017	98.88%	100.00%	88	36	89	36
9/24/2017	86.36%	78.57%	57	11	66	14
10/1/2017	98.46%	92.86%	64	13	65	14
10/8/2017	94.55%	85.71%	52	12	55	14
10/15/2017	96.23%	100.00%	51	6	53	6
10/23/2017	100.00%	100.00%	30	3	30	3
10/29/2017	100.00%	100.00%	35	5	35	5
11/5/2017	96.15%	100.00%	50	9	52	9
11/12/2017	97.96%	88.89%	48	8	49	9
11/19/2017	92.86%	100.00%	26	1	28	1
11/26/2017	93.02%	100.00%	40	7	43	7
12/3/2017	96.15%	100.00%	50	13	52	13
12/10/2017	94.23%	87.50%	49	7	52	8
12/17/2017	95.74%	100.00%	45	11	47	11
12/24/2017	100.00%	100.00%	25	4	25	4
12/31/2017	100.00%	100.00%	37	7	37	7
1/7/2018	93.75%	100.00%	60	14	64	14
1/14/2018	95.00%	100.00%	38	2	40	2
1/21/2018	94.83%	100.00%	55	6	58	6

MCO Name	Reporting Reference	Reporting Name	Submission Date	Data Period Start	Data Period End
Well Sense	BHDRUGPA.01-B	Severe Mental Illness Drug Prior Authorization- B: CMHC Late PA	1/31/2018	1/21/2018	1/27/2018

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

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)
9/5/2017	1		The case was originally not on the correct product and needed to be reprocessed in the PA Hub system.
9/10/2017	3		The case was identified originally as PA not needed because of test claims that
9/17/2017	0	0	N/A
9/24/2017	3	3	The final notification on all 3 of the cases was processed more than 24 hours AFTER the receipt of the request.
10/1/2017	1	1	Decision was made on time. Verification of secure fax number at the prescriber office was needed, and caused 7 minute delay in faxing the approval notification.
10/8/2017	2	1	The first case was not set up correctly resulting in a delay in processes, but was approved based on clinical information. The second case resulted in timely decisions, but a delay in the notification. The second case was automatically approved.
10/15/2017	0	0	N/A
10/22/2017	0	0	N/A
10/29/2017	0	0	N/A
11/5/2017	0	0	N/A
11/12/2017	1	1	Additional information received after initial decision. However, information was not processed and sent for review.
11/19/2017	0	0	N/A
11/26/2017	0	0	N/A
12/3/2017	0	0	N/A
12/10/2017	1	1	New paperwork was submitted for the Initial case (which was denied), and it was attached to a closed case and not correctly setup to be reviewed.
12/17/2017	0	0	N/A
12/24/2017	0	0	N/A
12/31/2017	0	0	N/A
1/7/2018	0	0	N/A
1/14/2018	0	0	N/A
1/21/2018	0	0	N/A

MCO Name	Reporting Reference	Report Name	Submission Date	Data Period Start	Data Period End
Well Sense	BHDRUGPA.01-D	Severe Mental Illness Drug Prior Authorization- D: PA Approval Rate	1/31/2018	1/21/2018	1/27/2018

Report Frequency: Weekly		Lag Time: 3- Business Days		First Report Due Date: 9/13/2017		
Reporting Week: month/week (1st day of reporting wk.)/year (Rolling week)	Severe Mental Illness Drug PA Approval Rate (N/D*100 = %)		Severe Mental Illness Drug PA: Numerator (N)		Severe Mental Illness Drug PA: Denominator (D)	
e.g. 09/03/2017	MCM Program	CMHCs	MCM Program	CMHCs	MCM Program	CMHCs
9/5/2017	64.18%	83.33%	43	20	67	24
9/10/2017	71.43%	82.86%	55	29	77	35
9/17/2017	71.91%	80.56%	64	29	89	36
9/24/2017	65.15%	85.71%	43	12	66	14
10/1/2017	72.31%	78.57%	47	11	65	14
10/8/2017	70.91%	92.86%	39	13	55	14
10/15/2017	71.70%	100.00%	38	6	53	6
10/22/2017	60.00%	100.00%	18	3	30	3
10/29/2017	54.29%	60.00%	19	3	35	5
11/5/2017	51.92%	77.78%	27	7	52	9
11/12/2017	55.10%	66.67%	27	6	49	9
11/19/2017	71.43%	100.00%	20	1	28	1
11/26/2017	58.14%	100.00%	25	7	43	7
12/3/2017	53.85%	76.92%	28	10	52	13
12/10/2017	65.38%	87.50%	34	7	52	8
12/17/2001	61.70%	63.64%	29	7	47	11
12/24/2017	68.00%	75.00%	17	3	25	4
12/31/2017	54.05%	85.71%	20	6	37	7
1/7/2018	51.56%	100.00%	33	14	64	14
1/14/2018	50.00%	50.00%	20	1	40	2
1/21/2018	44.83%	66.67%	26	4	58	6

MCO Name	Reporting Ref	Reporting Name	Submission Date	Data Period Start	Data Period End
Well Sense	BHDRUGPA.01-F	Severe and Mental Illness Drug Prior Authorization- F: CMHC Denial Log	1/31/2018	1/21/2018	1/27/2018

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

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 Antipsychotic	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 (state reason)	
9/5/2017					STRATTERA 10 MG CAPSULE	Child				X			
9/5/2017					ARIPRAZOLE 30 MG TABLET	Adult				X			
9/5/2017					LYRICA 25 MG CAPSULE	Adult				X			
9/5/2017					STRATTERA 40 MG CAPSULE	Adult				X			
9/10/2017					DEXTROAMP-AMPHETAMIN 10 MG T	Adult				X			
9/10/2017					METHYLPHENIDATE ER 18 MG TAB	Child				X			
9/10/2017					ABILIFY 2 MG TABLET	Child				X			
9/10/2017					ADDERALL XR 20 MG CAPSULE	Child				X			
9/10/2017					ADDERALL 10 MG TABLET	Child				X			
9/10/2017					ADDERALL XR 10 MG CAPSULE	Child				X			
9/17/2017					DEXMETHYLPHENIDATE ER 5 MG CAP	Child				X			
9/17/2017					DEXMETHYLPHENIDATE ER 25 MG CP	Child				X			
9/17/2017					STRATTERA 10 MG CAPSULE	Child				X			
9/17/2017					DEXMETHYLPHENIDATE 10 MG TAB	Child				X			
9/17/2017					ARIPRAZOLE 2 MG TABLET	Child				X			
9/17/2017					FOCALIN XR 25 MG CAPSULE	Child				X			
9/17/2017					PALIPERIDONE ER 3 MG TABLET	Adult				X			
9/24/2017					LATUDA 20 MG TABLET	Adult				X			
9/24/2017					FOCALIN XR 10 MG CAPSULE	Child			X				
10/1/2017					VRAYLAR 1.5 MG CAPSULE	Adult				X			
10/1/2017					FOCALIN XR 10 MG CAPSULE	Child				X			
10/1/2017					SAPHRIS 5 MG TAB SL BLK CHERRY	Adult				X			
10/8/2017					QUETIAPINE ER 150 MG TABLET	Child				X			
10/29/2017					FOCALIN XR 15 MG CAPSULE	Child				X			
10/29/2017					LATUDA 20 MG TABLET	Adult				X			
11/5/2017					STRATTERA 10 MG CAPSULE	Child				X			
11/5/2017					ATOMOXETINE HCL 25 MG CAPSULE	Child				X			
11/12/2017					ARIPRAZOLE 5 MG TABLET	Child				X			
11/12/2017					LATUDA 80 MG TABLET	Adult				X			
11/12/2017					LATUDA 20 MG TABLET	Adult				X			
12/3/2017					LATUDA 20 MG TABLET	Adult				X			
12/3/2017					ABILIFY 5 MG TABLET	Child				X			
12/3/2017					ZIPRASIDONE HCL 40 MG CAPSULE	Adult				X			
12/10/2017					DEXMETHYLPHENIDATE ER 5 MG CAP	Child				X			
12/17/2017					VENLAFAXINE HCL ER 150 MG CAP	Adult				X			
12/17/2017					SERTRALINE HCL 25 MG TABLET	Adult				X			
12/17/2017					HALCION 0.25 MG TABLET	Adult				X			
12/17/2017					VYVANSE 40 MG CAPSULE	Adult			X				
12/24/2017					FLUOXETINE HCL 10 MG CAPSULE	Child				X			
12/31/2017					QUILLVANT XR 25 MG/5 ML SUSP	Child				X			
1/14/2018					MAETHYLPHENIDATE ER 36 MG TAB	Child				X			
1/21/2018					ARIPRAZOLE 10 MG TABLET	Child				X			
1/21/2018					FLUOXETINE HCL 60 MG TABLET	Adult				X			

MCD Name	Reporting Reference #	Report Name	Submission Date	Data Period Start	Data Period End	
Well Sense	BHDRUGPA.01-G	Severe and Mental Illness Drug Prior Authorization-G.CMHC Provider Complaint Log	1/31/2018	1/21/2018	1/27/2018	This is a rolling 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 defined by MCD	Who is Complaint/Appeal Against	Complaint/Appeal Description	Action/Response Taken	Date Action/Response Taken
			9/19/2017	Pharmacy	Well Sense	Good afternoon, I was hoping someone could help me figure out if a patient's medication is approved or not. This is actually for a pair of brothers, MO and CO. MO is prescribed X. CO is prescribed X. I recently resubmitted both prior authorizations for brand name only, as they both had 1 month trials of the generic which was not fully effective, among others tried in the past. I received a denial for brand name for CO, and have not yet received a response for MO (which is ok, it was sent fairly recently). The mother was going to settle for the generic for the meantime while we were figuring out whether to appeal the denial or not, as this was better than having no medication at all. She was informed by the pharmacy last night that the brand, in fact, was covered. When she went to pick it up today she was told it was not covered. When she tried getting the generic it was saying she was refilling it too soon. Can you see which formulation is actually covered for them?	X was informed that one request was approved for the brand name and the other request was denied due to no documentation of the generic trial on the PA form. However a pharmacist reviewed the request with the additional information and claims history and overturned the denial. An approval letter was sent out to the provider.	9/19/2017
			10/2/2017	Pharmacy	Well Sense	Good afternoon, I was wondering what the next step is regarding patient TW for the denial of her brand name only X. We scheduled a peer-to-peer review to happen Friday at 4:30 PM. One of our administrative staff members called the number we were instructed to, after not hearing from the reviewer's office in time. She was informed that they called our office twice and was not able to make contact and did not receive a call back. When our admin looked into this she said we did not have any voicemails from them or any information that would indicate we missed their call. I'm not exactly sure why that happened, but since we have now missed the 24 hour window for the peer to peer with a psychiatrist, could we do a peer to peer review with a clinical pharmacist or should we move on to doing an appeal instead?	X was informed that the medical director called at 4:30pm on Friday. He said that he was placed on hold and no one came back to the phone so he hung up. He called back and was immediately placed on hold and again no one came to the phone therefore he wasn't able to fulfill the peer to peer request. X was advised that the Provider has the option of a standard peer-to-peer request and provided the phone number to make the request. If the pharmacist/reviewer is unable to overturn the decision appeal would be the next option.	10/2/2017
			10/25/2017	Pharmacy	Well Sense	I'm having a problem with a pharmacy right now, and I feel like the issue might be with them, but the pharmacist insists it is the policy for WellSense and I am just looking for some clarification. The patient initials are DM and his Medicaid ID is X. Dr. X prescribed him generic X. He takes one tablet in the morning and a half tablet at noon. The quantity they fill is 45 tablets per 30 days. WellSense has a quantity limit of 60 tablets per 30 days, so this should be filled no problem. He last filled on 9/27 for #45. He is due for his refill, and typically for stimulants they can be refilled no more than 2 days before they are due to run out, in this case would be today. He has enough to get until 10/27 but the parent requested the refill to have that way if something were to happen and she couldn't make it to the pharmacy he would not have to go without his medication. The pharmacist, X at X on X in X NH is insisting that in order to fill this prescription now we would need to do a prior authorization because the quantity exceeds the allowable amount in a 30 day period. I really feel like this is incorrect and that there is some sort of grace period. I'm not sure what I should do, so I'm hoping someone can help me.	The system was set up for this medication without a refill tolerance that is usually allowed with most controlled substances. As a result, the system did not allow the claim to process a few days early as should have been the case. The coding was updated to include the appropriate refill threshold. The pharmacy was reached out to reprocess the claim and Seacoast was informed that the member is all set to pick up the medication	10/25/2017

NPI Number	Provider Name	Provider CMHC	Date Received	Complaint/Appeal Category as defined by MCO	Who is Complaint/Appeal Against	Complaint/Appeal Description	Action/Response Taken	Date Action/Response Taken
			11/20/2018	Pharmacy	Well Sense	Last week I submitted a PA request using the CMHC form for our patient's X injection. The patient's initials are JB. I received a fax back after I had left for the day yesterday with a new form and a note saying that additional questions need to be answered. I have not been able to submit this form yet this morning, but now I have received a denial for the medication which was dated yesterday but just received by me now. Am I supposed to move forward with an appeal or do I resubmit the PA with a new form? I thought that we were supposed to use the CMHC form for all medications prescribed by our office. I would appreciate any assistance you can offer as we are well past the deadline that was established by the state of NH and this patient is high risk.	The first fax for review on this medication was received by Envision on 11/20/2017. The request was submitted on a General Medication PA form and all the information required for approval of this medication was missing. The medication was denied, however Envision sent the providers office with the X PA form so they could send us any additional information that would support an approval. X reached out to Well Sense on 11/21/2017 to determine the next steps and she was able to resubmit the request with all the required information. The request was received and an approval notification was sent on 11/22/2018. Well Sense confirmed that the CMHC form is the accepted form for all medications within the scope of this process.	11/21/2017-11/22/2017
			1/25/2018	Pharmacy	Well Sense	I received a complaint from X this afternoon. She said that on Tuesday she submitted a prior authorization request for a client. She then received a phone call asking her to call because there was a question that needed to be answered before the drug could be approved. X said she called back twice and left messages because she could not get through to a live person. She found out this morning that the prior authorization request was denied. She is upset because she attempted to respond but could not get through. She called to initiate an appeal or peer to peer and said that she was passed from person to person. She said after being transferred 4 to 5 times her call was disconnected.	Outreach was made to X to discuss the denied prior authorization request. The members dose was confirmed and X was notified that the Plan covers the 30mg strength tablet which does not require prior authorization. A temporary override was approved to allow the member to obtain medication until the Provider returns to the office. A new prescription will be issued for the covered strength of medication.	1/25/2018