

MCO Name	Reporting Reference #	Report Name	Submission Date	Data Period Start	Data Period End	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.
Well Sense	BHDRUGPA.01-G	Severe and Mental Illness Drug Prior Authorization- G.CMHC Provider Complaint Log	9/26/2017	9/17/2017	9/23/2017	

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
			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, X and X. X is prescribed X. X 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 X, and have not yet received a response for X (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?	Provider 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