

Authorization Tips of Success, and Medication Adherence Tips for our Medicare Members

The Denver Health Medical Plan (DHMP) would like to help set the prescribers up for success in 2025. Here are some Prior Authorization Tips of Success, and Medication Adherence Tips for our Medicare Members:

- » Prior Authorization (PA) Tips for Success
 - » Health First Colorado (HCPF) defines failure as lack of efficacy, contraindication to therapy, allergy, intolerable side effects, or significant drug-drug interaction. Some drugs may require a specific amount of time of a drug to be trialed before a failure is determined.
 - » Review Formularies and PA criteria available at [DenverHealthMedicalPlan.org/for-providers/provider-pharmacy-information](https://denverhealthmedicalplan.org/for-providers/provider-pharmacy-information)
 - » For Medicaid/CHP members, if a medication is not on the formulary, then at least two formulary alternatives in the same therapeutic class must be tried and failed. DHMP will also utilize any criteria established by Health First of Colorado.
 - » Include recent **chart notes to support the clinical rationale** for faster turnaround times and minimal outreach
 - » For failed medications, please include reason for failure and the dates the medication was taken
 - » Submit PAs:
 - » Electronically through Epic (preferred by DHMP),
 - » If you need to submit chart notes after submission, simply fax them to **303-602-2081** with the member information and the requested drug. DHMP will attach them to the original request.
 - » Through the DHMP website, or
 - » By fax at **303-602-2081**
 - » **Regulation Turnaround times for each LOB**

| Plan | Type of Review | Time for Plan to Make an Outreach | Time for Provider to Respond to Outreach |
|----------------------------------|----------------|---------------------------------------|--|
| Elevate Medicare Choice/Select | Urgent | | 24 hours from initial submission of PA |
| | Non-Urgent | | 72 hours from initial submission of a PA |
| Elevate Exchange/CO Option Plans | Urgent | 24 hours after receipt of PA | ASAP and before 24 hours from submitted PA |
| | Non-Urgent | 3 calendar days | 9 calendar days |
| Commercial Self-Funded | Urgent | 24 hours after receipt of PA | 48 hours after initial outreach |
| | Non-Urgent | up to 5 days to send initial outreach | 2 business days from initial outreach |
| Elevate Medicaid Choice/CHP | Urgent | 24 hours after receipt of PA | 72 hours from initial outreach |
| | Non-Urgent | 24 hours after receipt of PA | 72 hours from initial outreach |

- » **Avoid submitting PAs on Fridays to avoid denials over the weekend or early on Monday for some lines of business**
- » **Refer members to Denver Health for the lowest cost share option**
 - » Epic may not be correct with copays/coinsurance
 - » Patients may pay less at Denver Health pharmacies compared to national network pharmacies AND may be more cost effective for Denver Health
- » Reminders:
 - » Nucynta will be removed due to being non-rebate able and no longer on the Medicaid Drug Rebate Program (MDRP) for Medicaid/CHP. This means that it will not be a covered product even with a PA.
 - » Many high-cost brand name medications have manufacturer copay assistance programs for Commercial and Exchange members

Medicare Advantage - Medication Adherence Tips

- » For DHMP Medicare members, all maintenance medications can be filled at **100-day supplies**, providing convenience and potential cost savings for the patient, while improving adherence for the year.
- » Investigate non-adherence issues - often there are actionable steps we can take to overcome barriers:
 - » Finding cost-effective alternatives
 - » Simplifying regimens
 - » Increasing patient understanding and importance of necessary medications
 - » Recognizing side effects early and making a change when appropriate
- » Vacation Supplies - we can provide overrides to ensure members do not run out of medication while out of town for extended time.