

Teaming Up to Improve Prior Authorization



Addressing Hepatitis C Population Management

The Dean Clinic Infectious Disease (ID) Department, led by Dr. James Levin, sought a more efficient prior authorization process for hepatitis C medications. The ID Department provides close management of hepatitis C patients, including development of comprehensive adherence management tools and the addition of an integrated RN case management role to perform initial instruction and symptom management of the population.

The ID Department's prior authorization history for hepatitis C medications showed a 100 percent approval rate. Dr. Levin's team was already following the standard prior authorization criteria, including eligibility screening, adherence monitoring, and ending treatment, when appropriate. However, the prior authorization process was not as efficient as the department desired.

Building A Solution Together

Knowing that closed system health plans require a different approach than less managed clients, Navitus pharmacists met with Dr. Levin and Dean Health Plan's Senior Medical Director to better understand their needs and collaborate on a solution.

Streamlining The Approach

Ultimately, Navitus and Dean Health Plan established a streamlined, expedited solution for certain hepatitis C medications. Dr. Levin's team decided to forgo the requirement for a PA resubmission documenting viral load after eight weeks. Instead, they decided to simply notify Navitus of the viral load, so the claim could be loaded for payment.

“ We were very grateful that Navitus agreed to work with us, listen to our concerns and come to a mutual agreement that:

- ▶ Maintained the integrity of the prior authorization process
- ▶ Reduced some of the requirements for a highly functioning process

” Thanks Navitus, for working with us. We appreciate it!”

- Dr. James M. Levin, MD,
Dean Clinic Infectious Disease Department

The only caveats occurred when the recommended prescription was not FDA-approved, or the proposed treatment regimen did not adhere to the active Dean Health Plan medical necessity criteria for treatment eligibility. In those instances, the ID Department consulted with the plan's Medical Director.

This process change represents a notable example of Navitus' ability to work on a consultative basis with its clients, building a custom process when appropriate, and ensuring that all elements of pharmacy benefit management provide value to clients.

“The Dean Clinic Infectious Disease (ID) Department has been managing patients with chronic hepatitis C infection for over 15 years. We handle the management of this patient population with a multidisciplinary team approach. This team is comprised of ID physicians, RNs, pharmacists, and the use of Dean Specialty Pharmacy. We have established a care management model that emphasizes patient education and adherence counseling. While being treated for hepatitis C through the Dean ID department, the patient will have interactions with every member of the team, either face-to-face or via telephone. As a result, our highly experienced team of care providers ensures that the patient successfully completes treatment.

Our close management involves:

- ▶ Following the national guidelines for hepatitis C treatment when prescribing hepatitis C medications
- ▶ Emphasizing patient education and adherence counseling through our care management team to drive patients to successfully complete therapy

Considering the costs of the new direct-acting agents for treating hepatitis C, we understand the need for pharmacy benefit managers to ensure that prescribers appropriately treat hepatitis C patients. We also understand the necessity of a prior authorization process that ensures that medications are appropriately utilized. However, given our close management of hepatitis C patients and our large volume of patients, the standard prior authorization process proved burdensome and inefficient.

We asked to meet with Navitus to discuss modifications to the prior authorization process for our department. We were very grateful that Navitus agreed to work with us, listen to our concerns, and come to a mutual agreement that:

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- ▶ Reduced some of the requirements for a highly functioning process

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- Dr. James M. Levin, MD,
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With Navitus, Dean Health Plan was able to achieve its goals and improve patient care. To find out more about how we can help you reach your goals, simply visit our website at www.navitus.com or email us at sales@navitus.com. Start experiencing pharmacy benefits reinvented today!