

Regular Meeting of the

Santa Clara County Health Authority Pharmacy and Therapeutics (P&T) Committee

Thursday, September 17, 2020, 6:00-8:00 PM

Santa Clara Family Health Plan, Boardroom

6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(408) 638-0968

Meeting ID: 986 9763 9572

<https://zoom.us/j/98697639572>

AGENDA

- | | | | |
|--|--------------|------|-------|
| 1. Roll Call / Establish Quorum | Dr. Lin | 6:00 | 5 min |
| 2. Public Comment
Members of the public may speak to any item not on the agenda; two minutes per speaker. The Committee reserves the right to limit the duration of the public comment period to 30 minutes. | Dr. Lin | 6:05 | 5 min |
| 3. Open Meeting Minutes
Review Santa Clara Family Health Plan (SCFHP) 2Q2020 P&T Open Session Minutes
Possible Action: Approve SCFHP P&T Open Session Minutes | Dr. Lin | 6:10 | 2 min |
| 4. Standing Agenda Items | | | |
| a. Chief Medical Officer Health Plan Updates | Dr. Nakahira | 6:12 | 5 min |
| b. Medi-Cal Rx Update | Dr. Huynh | 6:17 | 5 min |
| c. Plan/Global Medi-Cal Drug Use Review | Dr. Otomo | 6:22 | 5 min |
| i. Drug Use Evaluation | Dr. Nguyen | 6:27 | 3 min |
| d. NCQA Member Portal Evaluation | Dr. Nguyen | 6:30 | 5 min |
| e. 2019 3 rd Quarter Report Emergency Supply Report | Dr. Nguyen | 6:30 | 5 min |
| i. 2019 2 nd Quarter Report | | | |
| ii. 2019 3 rd Quarter Report | | | |
| f. Appeals & Grievance Pharmacy Report | Ms. Luong | 6:35 | 3 min |
| i. 2020 1 st Quarter Report | | | |
| ii. 2020 2 nd Quarter Report | | | |

Adjourn to Closed Session

Pursuant to Welfare and Institutions Code Section 14087.36 (w)

- | | | | |
|--|---------|------|-------|
| 5. Closed Meeting Minutes
Review SCFHP 2Q2020 P&T Closed Session Minutes
Possible Action: Approve SCFHP P&T Closed Session Minutes | Dr. Lin | 6:38 | 2 min |
|--|---------|------|-------|

6. Metrics & Financial Updates			
a. Membership Report	Dr. Nakahira	6:40	5 min
b. Pharmacy Dashboard	Dr. Otomo	6:45	5 min
c. Drug Utilization & Spend	Dr. McCarty	6:50	5 min
7. Discussion and Recommendations for Changes to SCFHP's Cal MediConnect Formulary & Coverage Determination Criteria			
a. Pharmacy Benefit Manager 2Q2020 P&T Minutes	Dr. McCarty	6:55	5 min
b. Pharmacy Benefit Manager 3Q2020 P&T Part D Actions Possible Action: Approve MedImpact Minutes & Actions			
8. Discussion and Recommendations for Changes to SCFHP's Medi-Cal & Prior Authorization Criteria			
a. Old Business/Follow-Up	Dr. Huynh	7:00	2 min
i. Dapagliflozin combinations			
b. Formulary Modifications Possible Action: Approve Recommendations	Dr. Otomo	7:02	10 min
c. Fee-for-Service Contract Drug List Comparability Possible Action: Approve Recommendations	Dr. McCarty	7:12	5 min
d. Prior Authorization Criteria	Dr. Nguyen	7:17	15 min
i. <u>New or Revised Criteria</u>			
1. Enablex			
2. Myrbetriq			
3. Retacrit			
4. Penlac			
ii. <u>Annual Review</u>			
1. Brand Name			
2. Compounded Medications			
3. Duragesic			
4. Emend			
5. Enbrel			
6. Humira			
7. Insulin Pens			
8. Nicotrol			
9. Off-label			
10. Opioid Safety Edits			
11. Quantity Limit			
12. Taltz			
13. Trintellix			
14. Xelpros			
15. Zyvox			
Possible Action: Approve criteria			
9. New Drugs and Class Review			
a. New and Expanded Indications	Dr. McCarty	7:32	20 min
b. Oriahnn (elagolix, estradiol, norethindrone) – Uterine fibroids Possible Action: Approve recommendations			
c. <u>Informational Only</u>			
i. Neuromyelitis Optica Spectrum Disorder (NMOSD)			
ii. HIV Update			
iii. Biosimilar Update			

- iv. New Derivatives, Formulations, Combinations
- v. Isturia (osilodrostat) – Cushing’s Disease
- vi. Insulins: Semglee (insulin glargine), Lyumjev (insulin lispro-aabc)

Reconvene in Open Session

10. Discussion Items

Dr. McCarty 7:52 8 min

- a. New and Generic Pipeline

11. Adjournment

Dr. Lin 8:00

Next meeting Thursday, December 17, 2020

Notice to the Public—Meeting Procedures

- Persons wishing to address the Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Nancy Aguirre 48 hours prior to the meeting at 408-874-1835.
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre at 408-874-1835. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.

This agenda and meeting documents are available at www.scfhp.com

Pharmacy & Therapeutics Committee

OPEN MEETING MINUTES

Regular Meeting of the

Santa Clara County Health Authority Pharmacy & Therapeutics Committee

Thursday, June 18, 2020, 6:00-8:00 PM

Santa Clara Family Health Plan - Teleconference

6201 San Ignacio Ave, San Jose, CA 95119

Minutes (Open)

Members Present

Jimmy Lin, MD, Chair
Ali Alkoraishi, MD
Amara Balakrishnan, MD
Hao Bui, BS, RPh
Dang Huynh, PharmD, Director of Pharmacy
Laurie Nakahira, DO, Chief Medical Officer
Peter Nguyen, DO
Jesse Parashar-Rokicki, MD
Narinder Singh, PharmD

Members Absent

Xuan Cung, PharmD
Dolly Goel, MD

Staff Present

Duyen Nguyen, PharmD, Clinical Pharmacist
Tami Otomo, PharmD, Clinical Pharmacist
Michelle Huynh, Pharmacy Coordinator

Others Present

Alan Kaska, Account Manager, Abbott
Amy McCarty, PharmD, Clinical Program
Manager, MedImpact
Lily Xia, PharmD, Pharmacy Resident, Valley
Medical Center

1. Roll Call

Jimmy Lin, MD, Chair, called the meeting to order at 6:10 pm. Roll call was taken and a quorum was established at 6:14 pm.

Dang Huynh, PharmD, Director of Pharmacy, SCFHP, announced that Dr. Minh Thai will be resigning from the Pharmacy & Therapeutics (P&T) Committee.

2. Public Comment

Alan Kaska, Account Manager, Abbott, announced that the FDA approved the Freestyle Libre 2 continuous glucose monitor (CGM) as a Class II medical device. The Freestyle Libre 2 CGM has real-time glucose alarms for both high and low glucose readings and is indicated for the management of diabetes for adults and children 4 years and older. It has 14 day accuracy for adults and children. This device may be used as an integrated CGM with other compatible medical devices, such as insulin pumps. The price is the same as Abbott's other CGM product, Freestyle Libre 14 Day.

3. Open Meeting Minutes

The 1Q2020 P&T Committee open meeting minutes were reviewed.

It was moved, seconded and the minutes of the April 30, 2020 P&T meeting were unanimously approved.

Motion: Dr. Lin
Second: Dr. Alkoraishi
Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh
Absent: Dr. Cung, Dr. Goel

4. Standing Agenda Items

a. Chief Medical Officer Health Plan Updates

Laurie Nakahira, D.O., Chief Medical Officer (CMO), SCFHP, reviewed the following Health Plan updates:

- I. The state has a 54 billion dollar deficit. State legislation passed the state budget on June 15 and is waiting for the governor to sign off.
- II. There was an increase in membership in both Medi-Cal and Cal-MediConnect lines of business as of June 1st.
- III. SCFHP has had approximately 156 members hospitalized with coronavirus disease 2019 (COVID). However, SCFHP has been unable to collect accurate numbers from all of the hospitals and delegates. SCFHP's call center call volume was slightly down when COVID started, but has now increased. Nurse advice line calls have also increased. SCFHP is looking into providing telehealth for behavioral health. Since California is still under a state of emergency, SCFHP continues to allow pharmacies to override for early refills and up to a 90-day supply of medications via mail order. The SCFHP website has a list of COVID testing sites.
- IV. The Department of Health Care Services (DHCS) is encouraging plans to focus on flu vaccine campaign outreach to ensure everyone receives a flu shot, due to the concern for potential resurgence of COVID in the winter.
- V. SCFHP is working on the community resource center (CRC), which is targeted to open in September/October of this year. The CRC will provide services such as health and wellness classes, enrollment assistance, and customer service.
- VI. SCFHP is preparing internally for the state Medi-Cal pharmacy carve out, effective January 1, 2021 and is awaiting further guidance.

b. Medi-Cal Rx Update

Dr. Huynh shared that SCFHP is working with the state to help minimize the impact to members and providers once the pharmacy benefit is carved out to the state. The pharmacy benefit under the state will be referred to as Medi-Cal Rx. The state is planning to remove the restriction of six prescriptions per month and will be providing a transition period of 120 days. If members have an active drug prior authorization (PA) with their managed Medi-Cal plan, Medi-Cal Rx will honor the PA.

c. Plan/Global Medi-Cal Drug Use Review

I. Global Medi-Cal DUR Board Activities

Tami Otomo, PharmD, Clinical Pharmacist, SCFHP, stated that SCFHP participates in the state's Global Drug Use Review (DUR) Board quarterly meetings, then assesses DUR activities that need to be implemented at the plan. There were no actions for SCFHP from the last DUR meeting. Dr. Otomo noted that the state's DUR Board regularly releases DUR educational articles, and SCFHP does write-ups on these articles to publish in the plan's Provider eNews.

Dr. Otomo shared that SCFHP is working on the annual DUR report to submit to the state by July 1st.

II. Drug Use Evaluation

This topic was inadvertently missed and will be presented on at the next P&T meeting.

d. Emergency Supply Report

I. 2018 4th Quarter Report

Duyen Nguyen, PharmD, Clinical Pharmacist, SCFHP, stated that this is an ongoing report required by DHCS. The purpose of this report is to evaluate access to medication(s) prescribed pursuant to an emergency room (ER) visit and determine if any barriers exist in obtaining the prescription(s). Specifically, members with an ER visit diagnosis of urinary tract infection (UTI) are reviewed to determine if they received medication(s) within 72 hours of the ER visit. There were a total of 23,656 ER visits in 4th Quarter of 2018. There were no issues identified with approved or denied claims.

Dr. Peter Nguyen and Dr. Parashar-Rokicki questioned why fluconazole was included in the report if looking at UTI.

Dr. Nguyen replied that the plan will investigate further for any future reports that include an antifungal.

Dr. Nakahira stated that the etiology should be looked at to see if the patient is being treated for fungal UTI or a secondary infection like vaginitis.

II. 2019 1st Quarter Report

Dr. Nguyen shared that there were a total of 24,290 ER visits in 1st Quarter of 2019. There were no issues identified with approved or denied claims.

Dr. Nguyen reported that SCFHP had a DHCS audit in March 2020 where DHCS asked the plan why UTI was chosen over other diagnoses for this emergency supply report. Dr. Nguyen explained that there is a high likelihood of a patient being discharged from the ER with a prescription if diagnosed with UTI.

***Adjourned to Closed Session at 6:54 p.m.
Pursuant to Welfare and Institutions Code Section 14087.36 (w)***

5. Closed Meeting Minutes

The 2Q2020 P&T Committee closed meeting minutes were reviewed.

It was moved, seconded and the closed meeting minutes of the April 30, 2020 P&T meeting were unanimously approved.

Motion: Dr. Nguyen

Second: Ms. Bui

Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh

Absent: Dr. Cung, Dr. Goel

6. Metrics and Financial Updates

a. Membership Report

b. Pharmacy Dashboard

c. Drug Utilization & Spend

7. Discussion and Recommendations for Changes to SCFHP's Cal MediConnect Formulary & Coverage Determination Criteria

- a. Pharmacy Benefit Manager 1Q2020 P&T Minutes
- b. Pharmacy Benefit Manager 2Q2020 P&T Part D Actions

Voting on the Pharmacy Benefit Manager Minutes & Part D Actions was deferred until a quorum was re-established.

At 7:22 PM, Dr. Huynh resumed the Committee's voting process, as a quorum was re-established upon Dr. Alkoraishi's reconnection.

It was moved, seconded and the Pharmacy Benefit Manager 1Q2020 Minutes & 2Q2020 Part D Actions were unanimously approved.

Motion: Dr. Lin

Second: Ms. Bui

Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh

Absent: Dr. Cung, Dr. Goel

8. Discussion and Recommendations for Changes to SCFHP's Medi-Cal & Prior Authorization Criteria

a. Old Business/Follow-Up

i. Vascepa (icosapent ethyl)

b. Formulary Modifications

It was moved, seconded and the Formulary Modifications were unanimously approved.

Motion: Dr. Nguyen

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh

Absent: Dr. Cung, Dr. Goel

c. Fee-for-Service Contract Drug List Comparability

It was moved, seconded and the proposed action from the Fee-for-Service Contract Drug List Comparability unanimously approved.

Motion: Dr. Nguyen

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh

Absent: Dr. Cung, Dr. Goel

d. Prior Authorization Criteria

i. New or Revised Criteria

1. Oncology – *revised; added Tazverik*
2. Hepatitis C Policy – *revised*
3. Epclusa – *revised; removed requirement for genotype*
4. Mavyret – *revised; removed requirement for genotype*
5. Enablex – *revised; added tiroprium as tried and failed option, removed age limit*
6. Rhopressa – *revised; added Xelpros as tried and failed option*
7. Dovonex – *revised; removed age requirement and added plaque psoriasis on or around the eyelids*
8. Androgel – *revised; changed Approval Period from 6 to 12 months*
9. Elmiron – *revised; changed Approval Period from 6 to 12 months*
10. Lysteda – *revised; changed Approval Period from 6 to 12 months*
11. Provigil – *revised; changed Approval Period from 6 to 12 months*
12. Symlin – *revised; changed Approval Period from 6 to 12 months*
13. Tymlos – *revised; changed Approval Period from 6 to 12 months*
14. Mycobutin – *revised; changed Approval Period from 6 to 12 months*
15. Amitiza – *revised; changed Approval Period from 6 to 12 months*
16. Restasis – *revised; changed Approval Period from 6 to 12 months*
17. Marinol – *revised; changed Approval Period from 6 to 12 months*
18. Nebupent – *revised; changed Approval Period from 4 to 6 months*

ii. Annual Review

1. Reauthorization – *no changes*
2. Non-Formulary Oral Liquids – *no changes*
3. Pain Medications-Terminally Ill – *no changes*
4. Diabetic Supplies (blood glucose meter, test strips, & lancets) – *no changes*
5. Ciprodex – *no changes*
6. Exelon – *no changes*
7. Hycet – *no changes*
8. Intron A – *no changes*
9. Lovaza – *no changes*
10. Makena – *no changes*
11. Malarone – *no changes*
12. Revatio – *no changes*
13. Santyl – *no changes*
14. Sporanox – *no changes*
15. Viroptic – *no changes*
16. Xenazine – *no changes*
17. Letairis – *no changes*

It was moved, seconded and the Prior Authorization Criteria were unanimously approved.

Motion: Dr. Lin

Second: Dr. Nguyen

Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh

Absent: Dr. Cung, Dr. Goel

9. New Drugs and Class Reviews

a. Chewable Birth Control Pills

b. Diabetes Update

- i. **Trulicity – Cardiovascular Outcomes**
- ii. **Continuous Glucose Monitor (CGM)**
- iii. **Farxiga – Heart Failure**

It was motioned, seconded and the proposed actions from the New Drugs and Class Reviews were unanimously approved.

Motion: Dr. Lin

Second: Dr. Nguyen

Ayes: Dr. Alkoraishi, Dr. Balakrishnan, Ms. Bui, Dr. Huynh, Dr. Lin, Dr. Nakahira, Dr. Nguyen, Dr. Parashar-Rokicki, Dr. Singh

Absent: Dr. Cung, Dr. Goel

c. Thyroid Eye Disease – Tepezza

d. New Derivatives, Formulations, Combinations

e. New/Expanded Indications

Reconvened in Open Session at 8:03 p.m.

10. Discussion Items

a. New and Generic Pipeline

Dr. McCarty reviewed the New and Generic Pipeline and highlighted Farxiga for heart failure and obeticholic acid for NASH as potential high impact-interest agents in 2nd quarter of 2020.

11. Adjournment

The meeting was adjourned at 8:05 p.m. The next P&T Committee meeting will be on September 17, 2020.

Jimmy Lin, MD, Chair

Date

Pharmacy & Therapeutics Committee

STANDING AGENDA ITEMS

SANTA CLARA FAMILY HEALTH PLAN

ME 5 Pharmacy Benefit Information:
2020 Accuracy and Quality Analysis

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

I: Overview

Pharmacy benefits and pharmaceutical costs are of concern to all members with any chronic or acute condition treatment. Santa Clara Family Health Plan (SCFHP) has a responsibility to provide accurate, quality information on pharmacy benefits to members through the website.

In an effort to make this information readily available, the website allows the member to self-serve and find information on drugs, coverage, cost and effectiveness. The member may also obtain this information from Customer Service or the Pharmacy Department.

Pharmaceutical benefits and drugs change periodically throughout the year; therefore, SCFHP has an obligation to be sure the information displayed on the web site is accurate and current. SCFHP audits pharmacy information annually to identify any opportunities to improve pharmacy benefit interactions with the members.

II: Methodology: Web

Annually, Santa Clara Family Health Plan audits the information on the website that is available to members. The auditor randomly selects a drug in each of the 4 formulary tiers, one excluded drug, and one newly added drug (6 total). The selected drugs will be tested through 5 test members at each LIS levels from 0 to 4. The drugs are checked for accurate reflection of financial responsibility per LIS level (copays), and the availability of a generic substitution. For each test member, pharmacy search is conducted for 3 different types of pharmacies (choice 90 retail, long term care, home infusion) to locate an in-network pharmacy and pharmacy proximity search conducted based on 3 random zip codes in Santa Clara County. For the exception request validation, 3 actual members' completed coverage determinations will be audited to make sure MedImpact was able to receive the requests and all the fields populate correctly. The audit will be performed on an annual basis by collecting data on the quality and accuracy of the pharmacy benefit information (see Appendix A for Audit Sheet). The look-back period is 6 months for the initial audit and up to 24 months for the subsequent year audit.

Goal:

Accuracy: 100%

Quality: 100%

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

III: Data

Table 1: Accuracy of Pharmacy Benefit Information on the Website

Measure	Total sample	Accuracy Goal Met	% Goal Accuracy Goal Met
Members can access the following in one session:			
1. Determine financial responsibility for a drug, based on pharmacy benefit	30	30	100%
2. Initiate the exceptions process	3	3	100%
3. Order a refill for an existing, unexpired mail-order prescription	NA	NA	NA
4. Find the location of an in-network pharmacy	15	15	100%
5. Conduct a Pharmacy proximity search based on zip codes	15	15	100%
6. Determine the availability of generic substitution	30	30	100%
Total	93	93	100%

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Table 2: Quality of the Website: Quality of the information is assessed for the following during the accuracy review:

Measure	Total Sample	Quality Goal Met	%Goal Quality Goal Met
Information is legible, complete and allows the member to understand:			
1. Their financial responsibility for a drug, based on pharmacy benefit	30	30	100%
2. How to initiate the exceptions process	3	3	100%
3. How to order a refill for an existing, unexpired mail-order prescription	NA	NA	NA
4. How to find the location of an in-network pharmacy	15	15	100%
5. How to conduct a Pharmacy proximity search based on zip codes	15	15	100%
6. How to determine the availability of generic substitution	30	30	100%
Total	93	93	100%

IV: Accuracy and Quality Analysis

Both Accuracy and Quality measures met goal at 100%. There were no deficiencies identified.

SCFHP did not test the quality and accuracy of the ability for members to order a refill on an existing, mail-order prescription because SCFHP does not offer a mail order service. Members are able to use any mail order service that is offered by any of our contracted, in-network pharmacies. Thus, testing of the mail order service is NA for SCFHP.

Ongoing audit will be performed annually and the future look back period will be up to 24 months.

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

APPENDIX A

Audit Sheet

Test member:

LIS level:

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy Benefit Information on the Website (factors 1-11 below) Accuracy: Members can access the following in one session without the need to sign in again or contact the organization. Quality: Information is legible, complete and allows the member to understand.		
1. Determine financial responsibility for a drug, based on pharmacy benefit. Accuracy: Allow members to enter a drug name, the National Drug Code (NDC) or another identifier. Co-pay matches with LIS level and formulary tier (see table 1 for reference). Quality: Easy to find co-pay information.		
Tier 1 Drug:	Y / N	Y / N
Tier 2 Drug:	Y / N	Y / N
Tier 3 Drug:	Y / N	Y / N
Tier 4 Drug:	Y / N	Y / N
Excluded Drug:	Y / N	Y / N
New Drug:	Y / N	Y / N
2. Initiate the exceptions process (audit 3 actual member's history). Accuracy: MedImpact (PBM) is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.	See Appendix B	See Appendix B
3. Order a refill for an existing, unexpired mail-order prescription.	N/A	N/A
4. Find the location of an in-network pharmacy (randomly pick 3 types of in-network pharmacies): Accuracy: Pharmacy name, pharmacy label, address, phone number, hours of operation, national provider identifier, map and direction are accurate.		

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Quality: Includes easy to understand instructions on use of search feature.		
Pharmacy 1 (Choice 90 Retail):	Y / N	Y / N
Pharmacy 2 (Long Term Care):	Y / N	Y / N
Pharmacy 3 (Home Infusion):	Y / N	Y / N
5. Conduct a Pharmacy proximity search based on zip codes (randomly pick 3 zip codes in Santa Clara County). Accuracy: All pharmacies populate correctly within certain miles. Pharmacy name, address, phone number, hours of operation, national provider identifier are accurate. Quality: Includes easy to understand instruction on use of search feature.		
Zip code 1 (search within 1 mile):	Y / N	Y / N
Zip code 2 (search within 2 miles):	Y / N	Y / N
Zip code 3 (search within 3 miles):	Y / N	Y / N
6. Determine the availability of generic substitutes. Accuracy: Search using brand names of chosen drugs to retrieve a list of available generic substitutes. If no generics available, then generics should not be listed. Quality: Easy to search for available generic substitutes.		
Tier 1 Drug:	Y / N	Y / N
Tier 2 Drug:	Y / N	Y / N
Tier 3 Drug:	Y / N	Y / N
Tier 4 Drug:	Y / N	Y / N
Excluded Drug:	Y / N	Y / N
New Drug:	Y / N	Y / N

Reviewer's name:

Date reviewed:

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

APPENDIX B

Audit Sheet

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
1. Initiate the exceptions process (audit 3 member’s history). Accuracy: Members can initiate the exceptions process on their own behalf. MedImpact is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.		
Member #1 Drug:	Y / N	Y / N
Member #2 Drug:	Y / N	Y / N
Member #3 Drug:	Y / N	Y / N

Reviewer’s name:

Date reviewed:

Table 1: LIS Level and Copays for 2020

<u>Formulary Tier</u>	<u>Formulary Tier Description</u>	<u>LIS</u>	<u>Copay Range</u>
1	Generic drugs	Any LIS	\$0
2	Brand drugs	0, 1, 4	\$0 - \$8.95
		2	\$0 - \$3.90
		3	\$0
3	Non-Medicare prescription drugs	Any LIS	\$0
4	Non-Medicare over-the-counter (OTC) drugs	Any LIS	\$0

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

APPENDIX A

Audit Sheet

Test member: #1

LIS level: 0

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy Benefit Information on the Website (factors 1-11 below) Accuracy: Members can access the following in one session without the need to sign in again or contact the organization. Quality: Information is legible, complete and allows the member to understand.		
1. Determine financial responsibility for a drug, based on pharmacy benefit. Accuracy: Allow members to enter a drug name, the National Drug Code (NDC) or another identifier. Co-pay matches with LIS level and formulary tier (see table 1 for reference). Quality: Easy to find co-pay information.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N
2. Initiate the exceptions process (audit 3 actual member's history). Accuracy: MedImpact (PBM) is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.	See Appendix B	See Appendix B
3. Order a refill for an existing, unexpired mail-order prescription.	N/A	N/A
4. Find the location of an in-network pharmacy (randomly pick 3 types of in-network pharmacies): Accuracy: Pharmacy name, pharmacy label, address, phone number, hours of operation, national provider identifier, map and direction are accurate. Quality: Includes easy to understand instructions on use of search feature.		

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy 1 (Choice 90 Retail): CVS Pharmacy #09684, 2630 W El Camino Real, Mountain View, CA 94040 Phone#650-941-8430, opening hours Su 10am-5pm, M-F 8am-9pm, Sat 9am-6pm. NPI#1114969946	Y / N	Y / N
Pharmacy 2 (Long Term Care): Bascom Pharmacy 105 N Bascom Ave, San Jose, CA 95128 Phone#408-9956-020 Closed on Sunday, Mon-Fri 9:30am - 6pm Sat 9:30am - 1pm. NPI#1457463374	Y / N	Y / N
Pharmacy 3 (Home Infusion): Humboldt Home Infusion Program, 2612 Harrison Avenue, Eureka, CA 95501. Closed on Sunday, Mon-Thu 8am - 5pm, Closed on Saturday. NPI#1568422319	Y / N	Y / N
5. Conduct a Pharmacy proximity search based on zip codes (randomly pick 3 zip codes in Santa Clara County). Accuracy: All pharmacies populate correctly within certain miles. Pharmacy name, address, phone number, hours of operation, national provider identifier are accurate. Quality: Includes easy to understand instruction on use of search feature.		
Zip code 1 (search within 5 miles): 95009	Y / N	Y / N
Zip code 2 (search within 10 miles): 95131	Y / N	Y / N
Zip code 3 (search within 5 miles): 95014	Y / N	Y / N
6. Determine the availability of generic substitutes. Accuracy: Search using brand names of chosen drugs to retrieve a list of available generic substitutes. If no generics available, then generics should not be listed. Quality: Easy to search for available generic substitutes.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

APPENDIX B

Audit Sheet

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
1. Initiate the exceptions process (audit 3 member’s history). Accuracy: Members can initiate the exceptions process on their own behalf. MedImpact is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.		
Member #1 Drug: SC964258 (tranexamic acid 650mg)	Y / N	Y / N
Member #2 Drug: SC954956 (epinephrine 0.3 mg auto-inject)	Y / N	Y / N
Member #3 Drug: SC946116 (clindamycin ph 1% gel)	Y / N	Y / N

Reviewer’s name: Duyen Nguyen, PharmD

Date reviewed: 8/17/2020

Table 1: LIS Level and Copays for 2020

Formulary Tier	Formulary Tier Description	LIS	Copay Range
1	Generic drugs	Any LIS	\$0
2	Brand drugs	0, 1, 4	\$0 - \$8.95
		2	\$0 - \$3.90
		3	\$0
3	Non-Medicare prescription drugs	Any LIS	\$0
4	Non-Medicare over-the-counter (OTC) drugs	Any LIS	\$0

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Test member: #2

LIS level: 1

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy Benefit Information on the Website (factors 1-11 below) Accuracy: Members can access the following in one session without the need to sign in again or contact the organization. Quality: Information is legible, complete and allows the member to understand.		
1. Determine financial responsibility for a drug, based on pharmacy benefit. Accuracy: Allow members to enter a drug name, the National Drug Code (NDC) or another identifier. Co-pay matches with LIS level and formulary tier (see table 1 for reference). Quality: Easy to find co-pay information.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N
2. Initiate the exceptions process (audit 3 actual member's history). Accuracy: MedImpact (PBM) is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.	See Appendix B	See Appendix B
3. Order a refill for an existing, unexpired mail-order prescription.	N/A	N/A
4. Find the location of an in-network pharmacy (randomly pick 3 types of in-network pharmacies): Accuracy: Pharmacy name, pharmacy label, address, phone number, hours of operation, national provider identifier, map and direction are accurate. Quality: Includes easy to understand instructions on use of search feature.		

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy 1 (Choice 90 Retail): CVS Pharmacy #09684, 2630 W El Camino Real, Mountain View, CA 94040 Phone#650-941-8430, opening hours Su 10am-5pm, M-F 8am-9pm, Sat 9am-6pm. NPI#1114969946	Y / N	Y / N
Pharmacy 2 (Long Term Care): Bascom Pharmacy 105 N Bascom Ave, San Jose, CA 95128 Phone#408-9956-020 Closed on Sunday, Mon-Fri 9:30am - 6pm Sat 9:30am - 1pm. NPI#1457463374	Y / N	Y / N
Pharmacy 3 (Home Infusion): Humboldt Home Infusion Program, 2612 Harrison Avenue, Eureka, CA 95501. Closed on Sunday, Mon-Thu 8am - 5pm, Closed on Saturday. NPI#1568422319	Y / N	Y / N
5. Conduct a Pharmacy proximity search based on zip codes (randomly pick 3 zip codes in Santa Clara County). Accuracy: All pharmacies populate correctly within certain miles. Pharmacy name, address, phone number, hours of operation, national provider identifier are accurate. Quality: Includes easy to understand instruction on use of search feature.		
Zip code 1 (search within 5 miles): 95009	Y / N	Y / N
Zip code 2 (search within 10 miles): 95131	Y / N	Y / N
Zip code 3 (search within 5 miles): 95014	Y / N	Y / N
6. Determine the availability of generic substitutes. Accuracy: Search using brand names of chosen drugs to retrieve a list of available generic substitutes. If no generics available, then generics should not be listed. Quality: Easy to search for available generic substitutes.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N

Reviewer's name: Duyen Nguyen, PharmD

Date reviewed: 8/17/2020

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Test member: #3

LIS level: 2

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy Benefit Information on the Website (factors 1-11 below) Accuracy: Members can access the following in one session without the need to sign in again or contact the organization. Quality: Information is legible, complete and allows the member to understand.		
1. Determine financial responsibility for a drug, based on pharmacy benefit. Accuracy: Allow members to enter a drug name, the National Drug Code (NDC) or another identifier. Co-pay matches with LIS level and formulary tier (see table 1 for reference). Quality: Easy to find co-pay information.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N
2. Initiate the exceptions process (audit 3 actual member's history). Accuracy: MedImpact (PBM) is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.	See Appendix B	See Appendix B
3. Order a refill for an existing, unexpired mail-order prescription.	N/A	N/A
4. Find the location of an in-network pharmacy (randomly pick 3 types of in-network pharmacies): Accuracy: Pharmacy name, pharmacy label, address, phone number, hours of operation, national provider identifier, map and direction are accurate. Quality: Includes easy to understand instructions on use of search feature.		

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy 1 (Choice 90 Retail): CVS Pharmacy #09684, 2630 W El Camino Real, Mountain View, CA 94040 Phone#650-941-8430, opening hours Su 10am-5pm, M-F 8am-9pm, Sat 9am-6pm. NPI#1114969946	Y / N	Y / N
Pharmacy 2 (Long Term Care): Bascom Pharmacy 105 N Bascom Ave, San Jose, CA 95128 Phone#408-9956-020 Closed on Sunday, Mon-Fri 9:30am - 6pm Sat 9:30am - 1pm. NPI#1457463374	Y / N	Y / N
Pharmacy 3 (Home Infusion): Humboldt Home Infusion Program, 2612 Harrison Avenue, Eureka, CA 95501. Closed on Sunday, Mon-Thu 8am - 5pm, Closed on Saturday. NPI#1568422319	Y / N	Y / N
5. Conduct a Pharmacy proximity search based on zip codes (randomly pick 3 zip codes in Santa Clara County). Accuracy: All pharmacies populate correctly within certain miles. Pharmacy name, address, phone number, hours of operation, national provider identifier are accurate. Quality: Includes easy to understand instruction on use of search feature.		
Zip code 1 (search within 5 miles): 95009	Y / N	Y / N
Zip code 2 (search within 10 miles): 95131	Y / N	Y / N
Zip code 3 (search within 5 miles): 95014	Y / N	Y / N
6. Determine the availability of generic substitutes. Accuracy: Search using brand names of chosen drugs to retrieve a list of available generic substitutes. If no generics available, then generics should not be listed. Quality: Easy to search for available generic substitutes.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N

Reviewer's name: Duyen Nguyen, PharmD

Date reviewed: 7/24/2020

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Test member: #4

LIS level: 3

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy Benefit Information on the Website (factors 1-11 below) Accuracy: Members can access the following in one session without the need to sign in again or contact the organization. Quality: Information is legible, complete and allows the member to understand.		
1. Determine financial responsibility for a drug, based on pharmacy benefit. Accuracy: Allow members to enter a drug name, the National Drug Code (NDC) or another identifier. Co-pay matches with LIS level and formulary tier (see table 1 for reference). Quality: Easy to find co-pay information.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N
2. Initiate the exceptions process (audit 3 actual member's history). Accuracy: MedImpact (PBM) is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.	See Appendix B	See Appendix B
3. Order a refill for an existing, unexpired mail-order prescription.	N/A	N/A
4. Find the location of an in-network pharmacy (randomly pick 3 types of in-network pharmacies): Accuracy: Pharmacy name, pharmacy label, address, phone number, hours of operation, national provider identifier, map and direction are accurate. Quality: Includes easy to understand instructions on use of search feature.		

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy 1 (Choice 90 Retail): CVS Pharmacy #09684, 2630 W El Camino Real, Mountain View, CA 94040 Phone#650-941-8430, opening hours Su 10am-5pm, M-F 8am-9pm, Sat 9am-6pm. NPI#1114969946	Y / N	Y / N
Pharmacy 2 (Long Term Care): Bascom Pharmacy 105 N Bascom Ave, San Jose, CA 95128 Phone#408-9956-020 Closed on Sunday, Mon-Fri 9:30am - 6pm Sat 9:30am - 1pm. NPI#1457463374	Y / N	Y / N
Pharmacy 3 (Home Infusion): Humboldt Home Infusion Program, 2612 Harrison Avenue, Eureka, CA 95501. Closed on Sunday, Mon-Thu 8am - 5pm, Closed on Saturday. NPI#1568422319	Y / N	Y / N
5. Conduct a Pharmacy proximity search based on zip codes (randomly pick 3 zip codes in Santa Clara County). Accuracy: All pharmacies populate correctly within certain miles. Pharmacy name, address, phone number, hours of operation, national provider identifier are accurate. Quality: Includes easy to understand instruction on use of search feature.		
Zip code 1 (search within 5 miles): 95009	Y / N	Y / N
Zip code 2 (search within 10 miles): 95131	Y / N	Y / N
Zip code 3 (search within 5 miles): 95014	Y / N	Y / N
6. Determine the availability of generic substitutes. Accuracy: Search using brand names of chosen drugs to retrieve a list of available generic substitutes. If no generics available, then generics should not be listed. Quality: Easy to search for available generic substitutes.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N

Reviewer's name: Duyen Nguyen, PharmD

Date reviewed: 7/24/2020

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Test member: #5

LIS level: 4

Accuracy and Quality of Pharmacy Benefit Information on the Website (circle Y=YES OR N=NO where indicated).

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy Benefit Information on the Website (factors 1-11 below) Accuracy: Members can access the following in one session without the need to sign in again or contact the organization. Quality: Information is legible, complete and allows the member to understand.		
1. Determine financial responsibility for a drug, based on pharmacy benefit. Accuracy: Allow members to enter a drug name, the National Drug Code (NDC) or another identifier. Co-pay matches with LIS level and formulary tier (see table 1 for reference). Quality: Easy to find co-pay information.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N
2. Initiate the exceptions process (audit 3 actual member's history). Accuracy: MedImpact (PBM) is able to receive the request and all fields on exception request form populate correctly. Quality: Explanation of the exception process is written in a member-friendly manner.	See Appendix B	See Appendix B
3. Order a refill for an existing, unexpired mail-order prescription.	N/A	N/A
4. Find the location of an in-network pharmacy (randomly pick 3 types of in-network pharmacies): Accuracy: Pharmacy name, pharmacy label, address, phone number, hours of operation, national provider identifier, map and direction are accurate. Quality: Includes easy to understand instructions on use of search feature.		

Santa Clara Family Health Plan Pharmacy Benefit Information: 2020 Accuracy and Quality Analysis

Measure	Accuracy Goal Met Y/N	Quality Goal Met Y/N
Pharmacy 1 (Choice 90 Retail): CVS Pharmacy #09684, 2630 W El Camino Real, Mountain View, CA 94040 Phone#650-941-8430, opening hours Su 10am-5pm, M-F 8am-9pm, Sat 9am-6pm. NPI#1114969946	Y / N	Y / N
Pharmacy 2 (Long Term Care): Bascom Pharmacy 105 N Bascom Ave, San Jose, CA 95128 Phone#408-9956-020 Closed on Sunday, Mon-Fri 9:30am - 6pm Sat 9:30am - 1pm. NPI#1457463374	Y / N	Y / N
Pharmacy 3 (Home Infusion): Humboldt Home Infusion Program, 2612 Harrison Avenue, Eureka, CA 95501. Closed on Sunday, Mon-Thu 8am - 5pm, Closed on Saturday. NPI#1568422319	Y / N	Y / N
5. Conduct a Pharmacy proximity search based on zip codes (randomly pick 3 zip codes in Santa Clara County). Accuracy: All pharmacies populate correctly within certain miles. Pharmacy name, address, phone number, hours of operation, national provider identifier are accurate. Quality: Includes easy to understand instruction on use of search feature.		
Zip code 1 (search within 5 miles): 95009	Y / N	Y / N
Zip code 2 (search within 10 miles): 95131	Y / N	Y / N
Zip code 3 (search within 5 miles): 95014	Y / N	Y / N
6. Determine the availability of generic substitutes. Accuracy: Search using brand names of chosen drugs to retrieve a list of available generic substitutes. If no generics available, then generics should not be listed. Quality: Easy to search for available generic substitutes.		
Tier 1 Drug: lisinopril 10mg tablet	Y / N	Y / N
Tier 2 Drug: Firvanq oral recon soln 25mg/ml	Y / N	Y / N
Tier 3 Drug: phytonadione 5mg tablet	Y / N	Y / N
Tier 4 Drug: acetaminophen 120mg suppository	Y / N	Y / N
Excluded Drug: Ginkgo 60mg tablet	Y / N	Y / N
New Drug: Zepzelca 4mg IV solution	Y / N	Y / N

Reviewer's name: Duyen Nguyen, PharmD

Date reviewed: 8/17/2020

Emergency Prescription Access Report

2nd Quarter 2019

Santa Clara Family Health Plan

Analysis Goal: Evaluate access to medications prescribed pursuant to an emergency room (ER) visit and determine whether any barriers to care exist.

Methodology: Claims and encounter records for an emergency room visit during a calendar quarter will be evaluated and analyzed by network, primary diagnosis, and claims status. Prescription claims history will be evaluated to assess if any prescriptions were filled by the member within 72 hours of the ER visit date. Key diagnosis used will be urinary tract infection (UTI) due to clinical determination that such a diagnosis will require a prescription, particularly for antibiotic. Analysis includes: 1. Approved antibiotic claims: sampling of cases to evaluate for sufficient quantity based on diagnosis and medication per nationally recognized drug compendia and the Infectious Disease Society of America (IDSA) guidelines; 2. Denied antibiotic claims: sampling of cases to evaluate sufficient quantity based on diagnosis and medication as well as denial reasons; 3. No claims history: sampling of cases through claims history review as well as chart review of no related prescription claims history following an emergency room visit to identify non-pharmacy point-of-sale in-hospital dispensing or completion of in-house antibiotics regimen.

Summary of Findings:

Section 1 – ER Visits

In 2019Q2, SCFHP had total 20,585 ER visits from claims and encounter data.

Table 1: Members by Provider Network

Network	Unique Members	ER Visit Rx	ER Visit w/o Rx	Total ER Visits
No Network	805	247	815	1,062
Non-Delegated	1,792	1,450	1,141	2,591
Valley Health Plan	8,810	5,697	5,969	11,666
Palo Alto Medical Foundation	342	187	276	463
Physician Medical Group	3,172	2,140	1,910	4,050
Premier Care	611	429	324	753
Grand Total	15,532	10,150	10,435	20,585

Section 2 – Diagnosis

Table 2: Key Diagnosis

		2Q2019		
Code	Diagnosis	Rx	No Rx	% Rx
N390	UTI, SITE NOT SPEC	479	101	82.6%

Section 3 – Claims Analysis

Approved Claims

Treatment guidelines for urinary tract infection/uncomplicated cystitis treatment are typically for at least 3 days, with the exception of fluconazole, fosfomycin, and ofloxacin that are administered as a single dose. Of prescriptions processed, we evaluated quantity per day supply and total day supply. There were no prescriptions for antibiotics filled inappropriately for day of supply 2 or less. We did not identify any issues with approved claims.

Denied Claims

We did not identify any issues with denied claims. We excluded those members who had primary insurance coverage outside of SCFHP. We found 2 members total had denied prescription claims for antibiotics due to ineligibility. One member had claim denied due to Rx group mismatch. One member had claim denied due to dispense too soon.

No Claims

101 unique members diagnosed with UTI ER claims did not result in a prescription processed within 72 hours. We initially excluded 36 members with primary insurance coverage outside of SCFHP from this analysis. We subsequently randomly chose a sample of approximately 20% of 65 members using Excel. We requested 15 chart notes from different hospitals. We received and reviewed 12 appropriate charts. Findings are presented below.

Mbr	Hospital	DOS	Findings
1	El Camino Hospital-Mountain View	5/27/2019	Chart reviewed: admitted to inpatient, discharged on 6/14/2020
2	O’connor Hospital	6/26/2019	Chart reviewed: ceftriaxone 1gram IM x1 in ER, Rx for cephalexin 500mg, #40/10 days, not filled
3	O’connor Hospital	5/7/2019	Chart reviewed: nitrofurantoin 100mg x1 in ER, Rx for nitrofurantoin 100mg, #14/7 days, not filled
4	Regional Medical Center of SJ	5/8/2019	Cephalexin 500mg cap #30/10 on 5/12/2019
5	Regional Medical Center of SJ	6/4/2019	Cephalexin 500mg cap #30/10 on 06/09/2019
6	Regional Medical Center of SJ	6/26/2019	Chart reviewed: Rx for Keflex given, not filled
7	Regional Medical Center of SJ	6/11/2019	Chart reviewed: Rx for Keflex given, not filled
8	Regional Medical Center of SJ	6/18/2019	Chart reviewed: Rx for Keflex given, not filled
9	Regional Medical Center of SJ	6/4/2019	Chart reviewed: Rx for Keflex given, not filled
10	Regional Medical Center of SJ	4/22/2019	Chart reviewed: Rx for Keflex given, not filled
11	Santa Clara Valley Medical Ctr	5/13/2019	Cephalexin 500mg cap #21/7 filled on 5/19/2019
12	Santa Clara Valley Medical Ctr	6/24/2019	Chart reviewed: discharged to emergency psychiatric services (EPS)
13	Santa Clara Valley Medical Ctr	6/23/2019	Chart reviewed: No UTI diagnosis, diagnosis of hand-foot-and-mouth disease

Section 4 – Pharmacies

Pharmacy Locations

SCFHP has four 24-hour in-network pharmacies within Santa Clara County for members to access. In addition, the majority of retail chain pharmacies are opened until 9 P.M.

Table 4: 24-Hour In-Network Pharmacies in Santa Clara County

NABP	NPI	Pharmacy Name	Address	City	Zip
501507	1962417238	WALGREENS	121 E. EL CAMINO REAL	MT. VIEW	94040
514667	1730194002	WALGREENS	350 NORTH CAPITOL AVE.	SAN JOSE	95133
533011	1255346532	WALGREENS	440 BLOSSOM HILL ROAD	SAN JOSE	95123
552287	1710921549	CVS PHARMACY	2514 BERRYESSA RD	SAN JOSE	95132

Summary: Members with a diagnosis of UTI who do not have access to medications after an ER visit are at high risk for complications or readmissions. Approved claims and denied claims were appropriate. For members with no antibiotic claims after an ER visit for UTI, we continue to find members who were given prescriptions did not fill them.

Next Steps: Continue quarterly assessment of emergency prescription access with medical and pharmacy data. Follow up on members who did not have prescription claims to identify any trends and opportunities for formulary modifications. Cases with potential barriers of care will be forwarded to SCFHP Quality Department.

Emergency Prescription Access Report

3rd Quarter 2019

Santa Clara Family Health Plan

Analysis Goal: Evaluate access to medications prescribed pursuant to an emergency room (ER) visit and determine whether any barriers to care exist.

Methodology: Claims and encounter records for an emergency room visit during a calendar quarter will be evaluated and analyzed by network, primary diagnosis, and claims status. Prescription claims history will be evaluated to assess if any prescriptions were filled by the member within 72 hours of the ER visit date. Key diagnosis used will be urinary tract infection (UTI) due to clinical determination that such a diagnosis will require a prescription, particularly for antibiotic. Analysis includes: 1. Approved antibiotic claims: sampling of cases to evaluate for sufficient quantity based on diagnosis and medication per nationally recognized drug compendia and the Infectious Disease Society of America (IDSA) guidelines; 2. Denied antibiotic claims: sampling of cases to evaluate sufficient quantity based on diagnosis and medication as well as denial reasons; 3. No claims history: sampling of cases through claims history review as well as chart review of no related prescription claims history following an emergency room visit to identify non-pharmacy point-of-sale in-hospital dispensing or completion of in-house antibiotics regimen.

Summary of Findings:

Section 1 – ER Visits

In 2019Q3, SCFHP had total 19,534 ER visits from claims and encounter data.

Table 1: Members by Provider Network

Network	Unique Members	ER Visit Rx	ER Visit w/o Rx	Total ER Visits
No Network	918	271	971	1,242
Non-Delegated	1,739	1,354	1,178	2,532
Valley Health Plan	8,275	5,031	5,791	10,822
Palo Alto Medical Foundation	328	182	254	436
Physician Medical Group	2,928	1,966	1,824	3,790
Premier Care	600	421	291	712
Grand Total	14,788	9,225	10,309	19,534

Section 2 – Diagnosis

Table 2: Key Diagnosis

		3Q2019		
Code	Diagnosis	Rx	No Rx	% Rx
N390	UTI, SITE NOT SPEC	374	89	80.8%

Section 3 – Claims Analysis

Approved Claims

Treatment guidelines for urinary tract infection/uncomplicated cystitis treatment are typically for at least 3 days, with the exception of fluconazole, fosfomycin, and ofloxacin that are administered as a single dose. Of prescriptions processed, we evaluated quantity per day supply and total day supply. There were no prescriptions filled inappropriately for less than a quantity of 1 per day. In this section we will focus on approved prescriptions with 2 day supply or less to evaluate if sufficient quantity and day supplies were written.

Table 3: Approved Antibiotics Prescribed for UTI 2-Day Supply or Less

DRUG	Day Supply	Svc Prov Name	Approved
FLUCONAZOLE	1	Kaiser Hospital – San Jose	1
		North Suburban Medical Center	1
		Washington Hospital	1
		Good Samaritan Hospital	1
		Regional Medical Center of SJ	1
Grand Total			5

We did not identify any issues with approved claims. Fluconazole was appropriately written for a 1 day supply for 5 prescriptions. 1 member had claim for fluconazole for 1 day supply for diagnoses of UTI and vaginal candidiasis, which we excluded from the analysis above.

Denied Claims

We excluded those members who had primary insurance coverage outside of SCFHP. 3 members total had denied prescription claims for antibiotics due to ineligibility. 1 member had a denied claims for Cefpodoxime 200mg tablet for product not on formulary at 3 different pharmacies. We called all 3 pharmacies and were notified that the member did not pay out of pocket. We identified this as a gap, therefore, we will implement point of sale (POS) message for Cefdinir oral as formulary alternative since they are both 3rd generation cephalosporins with similar indications.

No Claims

89 unique members diagnosed with UTI ER claims did not result in a prescription processed within 72 hours. We initially excluded 33 members with primary insurance coverage outside of SCFHP from this analysis. We subsequently randomly chose a sample of approximately 20% of 56 members, which is 11 total members, using Excel. We requested 11 chart notes from different hospitals. We received and reviewed 9 appropriate charts. Findings are presented below.

Mbr	Hospital	DOS	Findings
1	Regional Medical Center of SJ	7/12/2019	Chart reviewed: Rx for Keflex, no claims
2	Regional Medical Center of SJ	7/15/2019	Chart reviewed: discharged home with antibiotics, no claims
3	Regional Medical Center of SJ	7/1/2019	Chart reviewed: Rx for Keflex, no claims
4	St. Louise Regional Hospital	7/26/2019	Chart reviewed: just finished course of Ertapenem for UTI. Unable to obtain

			appointment with PCP, therefore, visit ER for follow up. No new RX given.
5	St. Louise Regional Hospital	7/25/2019	Chart reviewed: Ceftriaxone 500mg iv x1 in ER. Rx for Cephalexin 250 mg/5mL, #210mL/7 days, no claims
6	Santa Clara Valley Medical Ctr	8/23/2019	Chart reviewed: Ceftriaxone 1gram iv x1 in ER. Rx for Cephalexin 500mg capsule, #28/7 days, no claims
7	Santa Clara Valley Medical Ctr	7/2/2019	Chart reviewed: Rx for Septra DS 800mg/160mg, #20/10 days, no claims
8	Santa Clara Valley Medical Ctr	7/16/2019	Chart reviewed: Ceftriaxone 1 gram iv x1 in ER. Admitted to inpatient. Completed Cephalexin 5 days inpatient
9	O'connor Hospital	7/14/2019	Ciprofloxacin 500mg tab filled #10/5 on 07/09/2019. Chart reviewed, no new Rx given
10	O'connor Hospital	8/2/2019	Cephalexin 250mg/5mL susp filled #200mL/10 on 8/8/2019

Section 4 – Pharmacies

Pharmacy Locations

SCFHP has four 24-hour in-network pharmacies within Santa Clara County for members to access. In addition, the majority of retail chain pharmacies are opened until 9 P.M.

Table 4: 24-Hour In-Network Pharmacies in Santa Clara County

NABP	NPI	Pharmacy Name	Address	City	Zip
501507	1962417238	WALGREENS	121 E. EL CAMINO REAL	MT. VIEW	94040
514667	1730194002	WALGREENS	350 NORTH CAPITOL AVE.	SAN JOSE	95133
533011	1255346532	WALGREENS	440 BLOSSOM HILL ROAD	SAN JOSE	95123
552287	1710921549	CVS PHARMACY	2514 BERRYESSA RD	SAN JOSE	95132

Summary: Members with a diagnosis of UTI who do not have access to medications after an ER visit are at high risk for complications or readmissions. We did not identify any issues for approved claims. For denied claims, we identified 1 member who had 3 denied claims for Cefpodoxime at 3 different pharmacies. We identified this as a gap, therefore, we will implement point of sale (POS) message for Cefdinir oral as formulary alternative since they are both 3rd generation cephalosporins with similar indications. For members with no antibiotic claims after an ER visit for UTI, we continue to find members who were given prescriptions did not fill them.

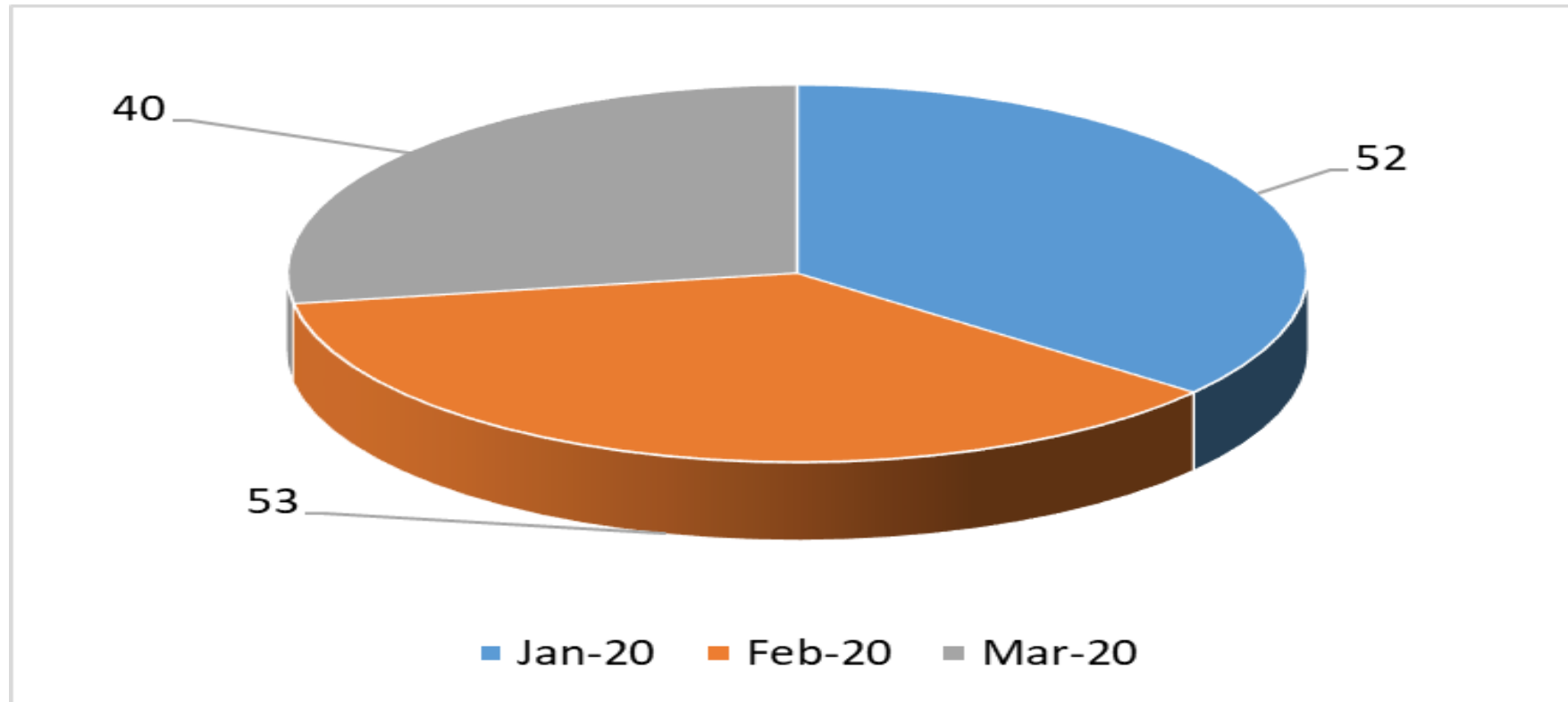
Next Steps: Continue quarterly assessment of emergency prescription access with medical and pharmacy data. Follow up on members who did not have prescription claims to identify any trends and opportunities for formulary modifications. Cases with potential barriers of care will be forwarded to SCFHP Quality Department.



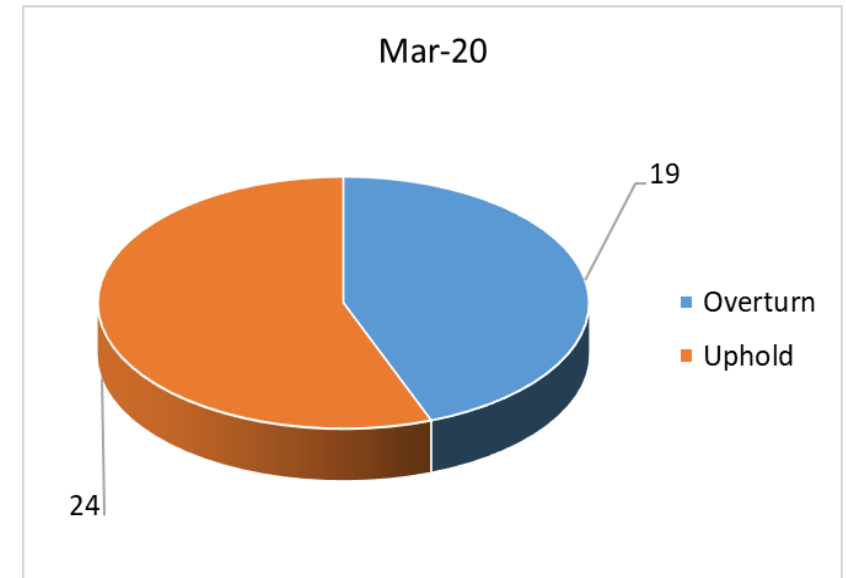
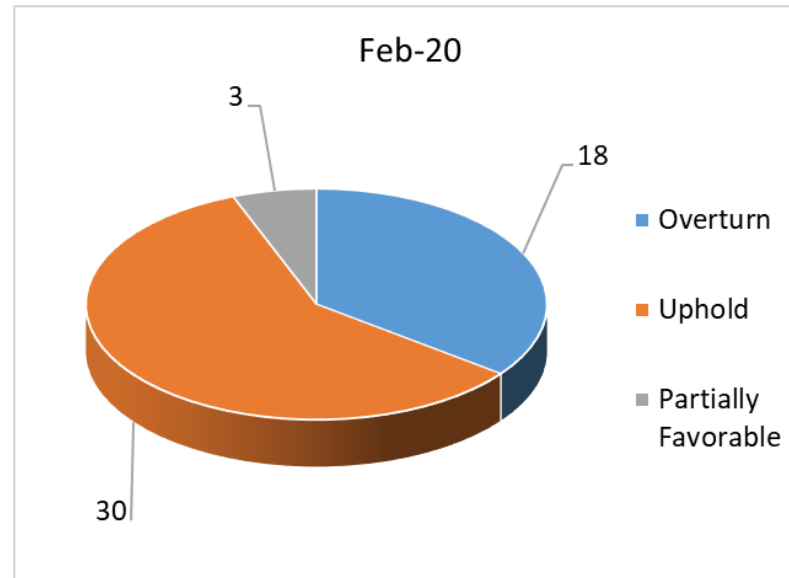
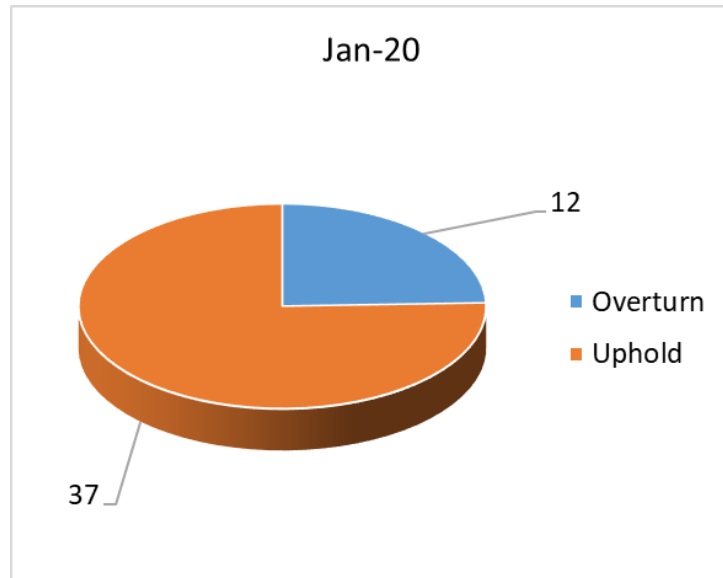
Santa Clara Family Health Plan™

Grievance & Appeals Department
Q1 2020 Reporting

Q1 2020 Medi-Cal Appeals Volume

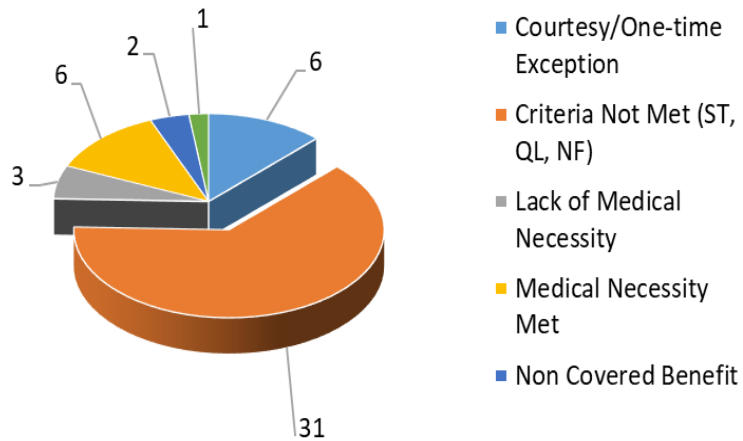


Q1 2020 Appeals by Decision

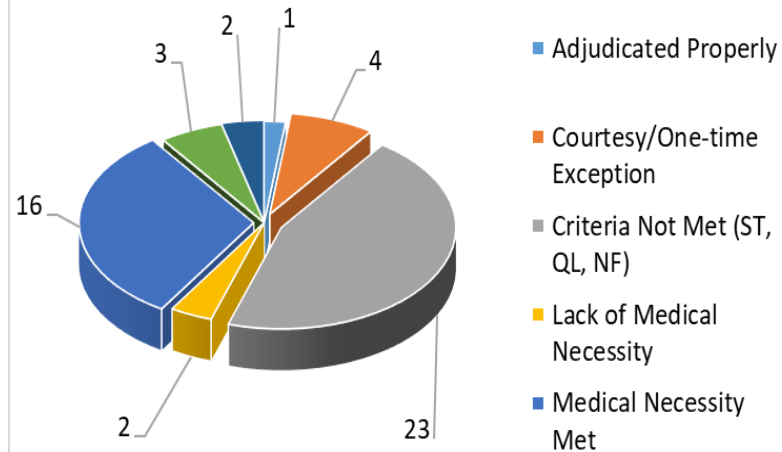


Q1 2020 Appeals by Rationale

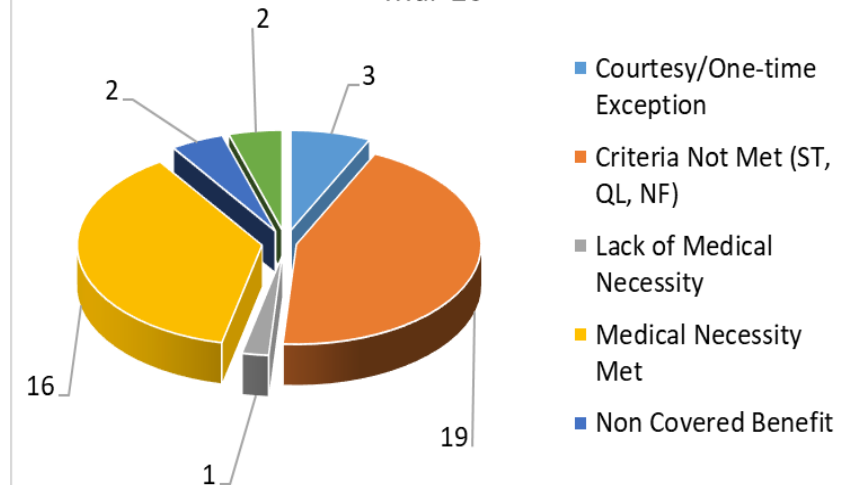
Jan-20



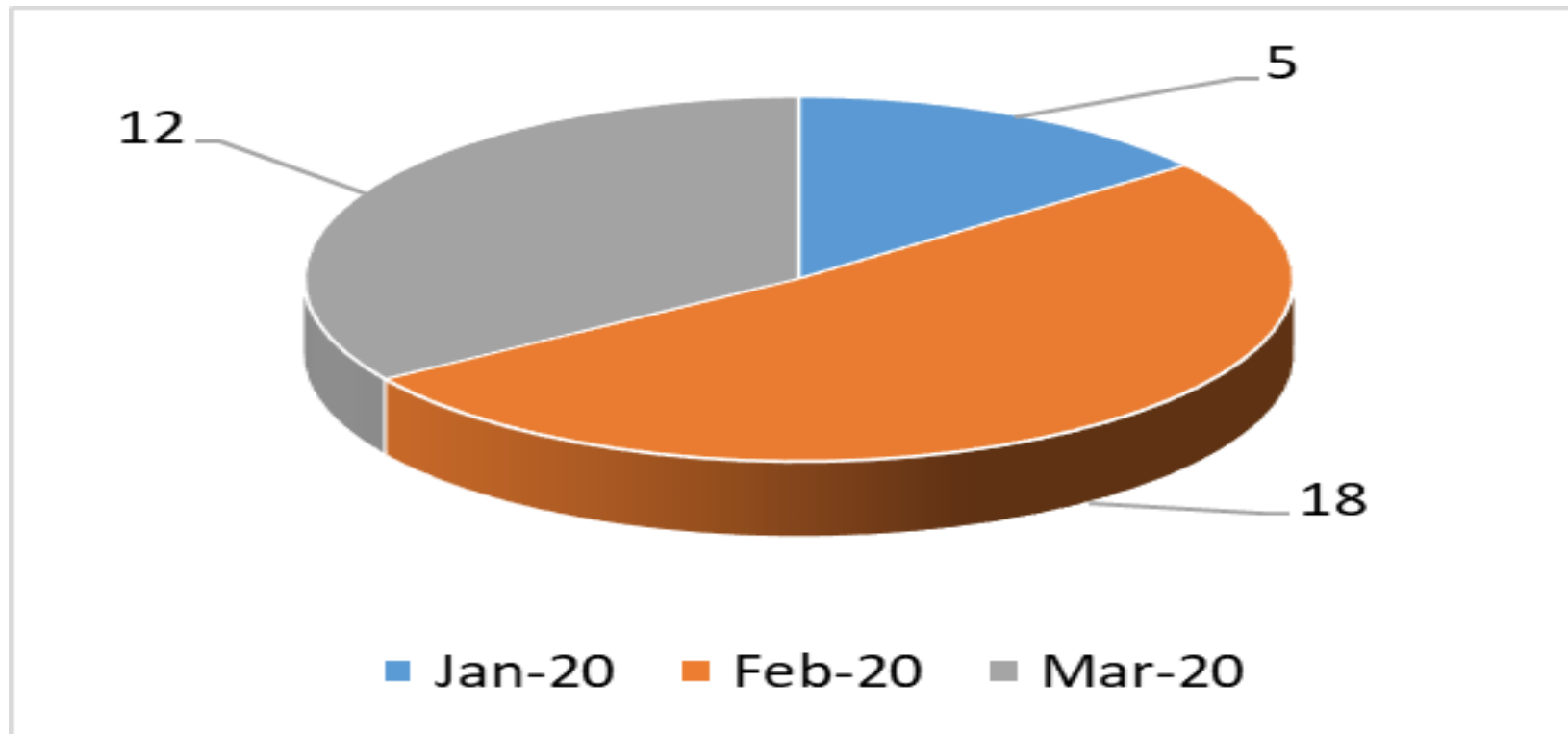
Feb-20



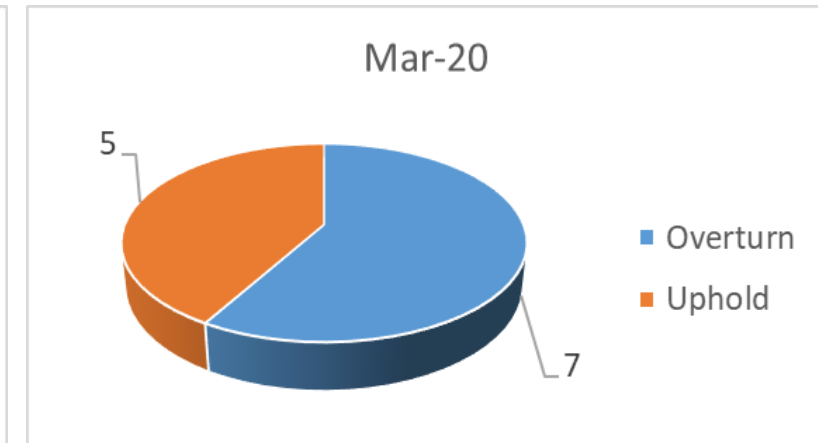
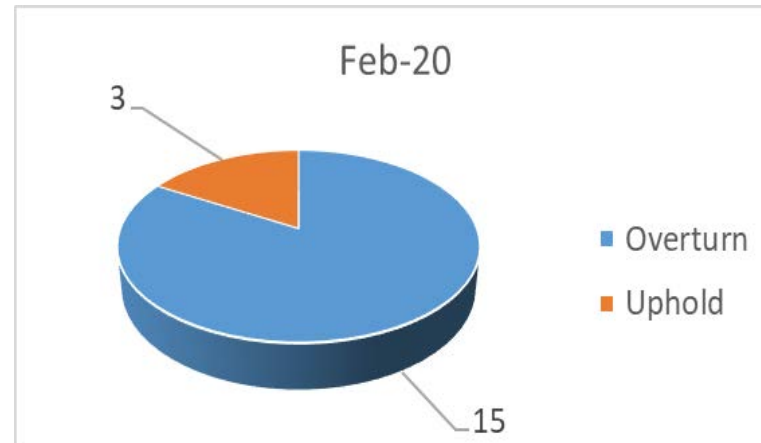
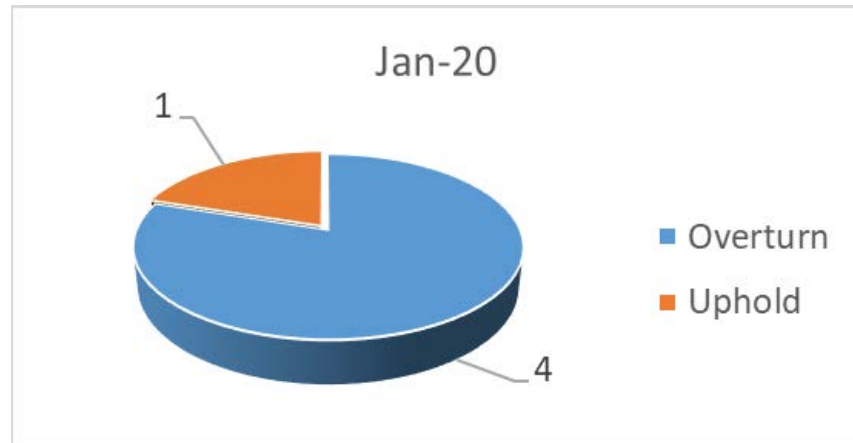
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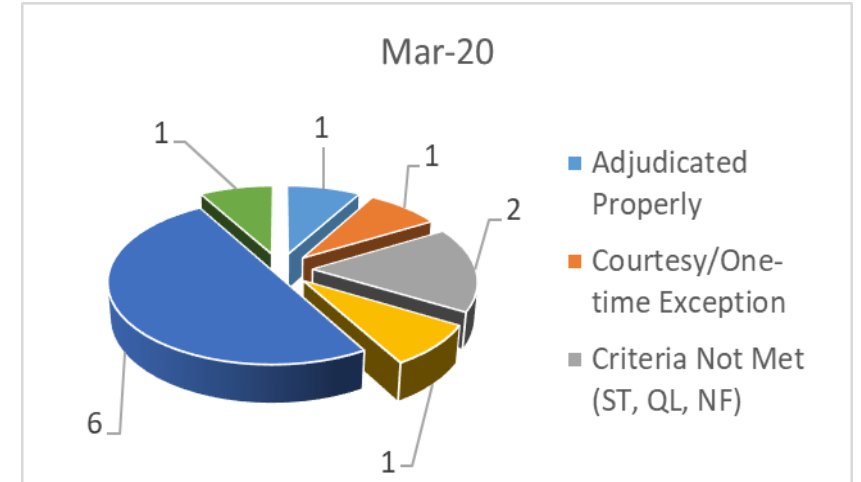
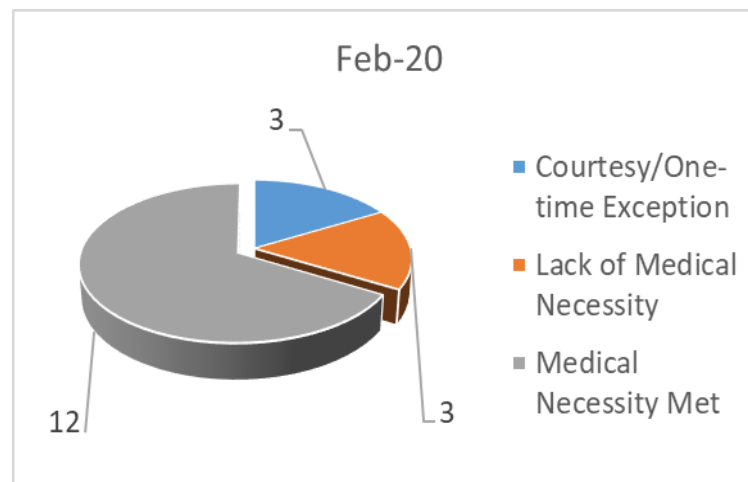
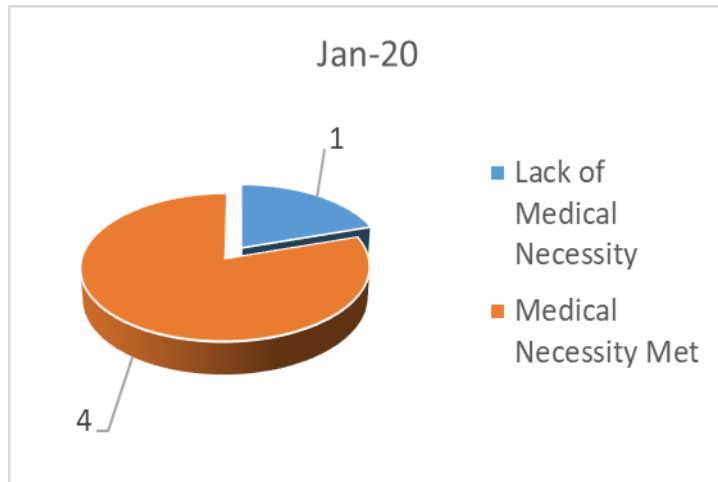
Q1 2020 Cal MediConnect Appeals Volume



Q1 2020 CMC Appeals by Decision



Q1 2020 CMC Appeals by Rationale





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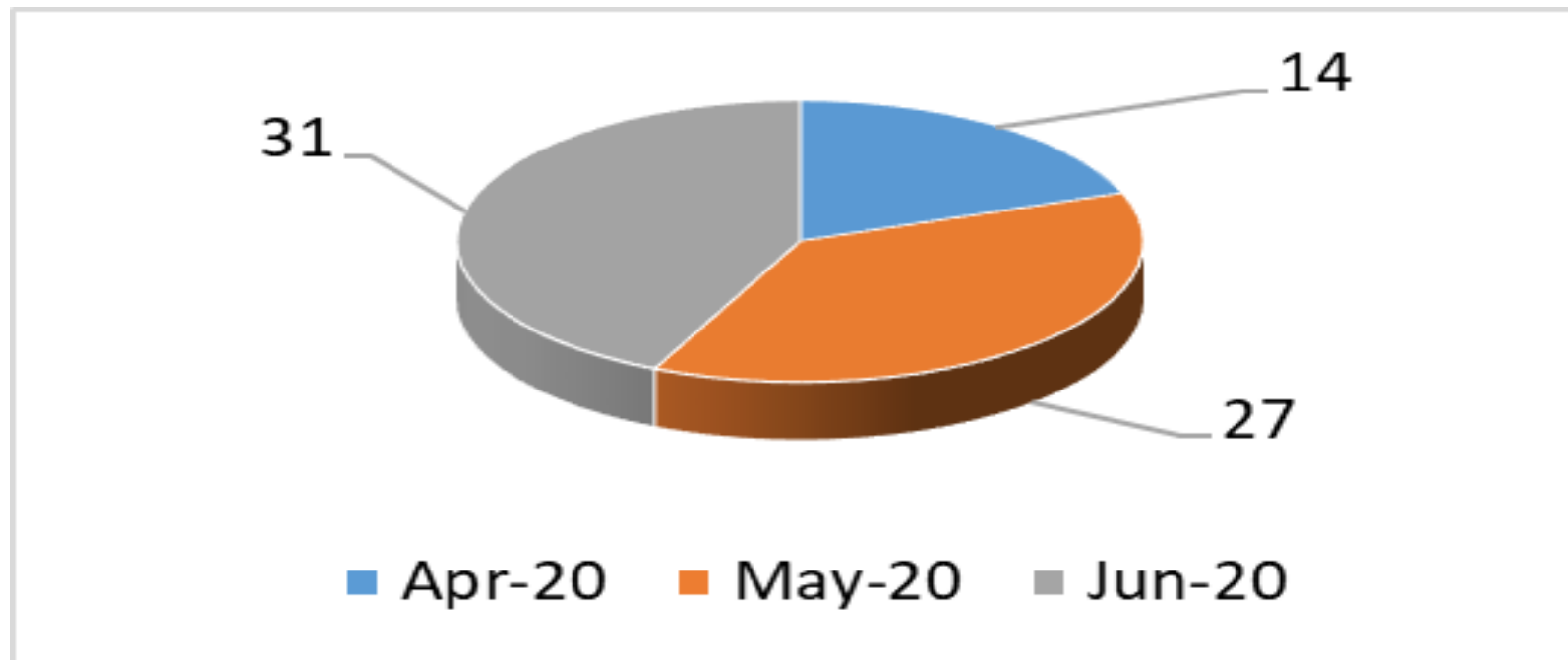
Grievance & Appeals Department



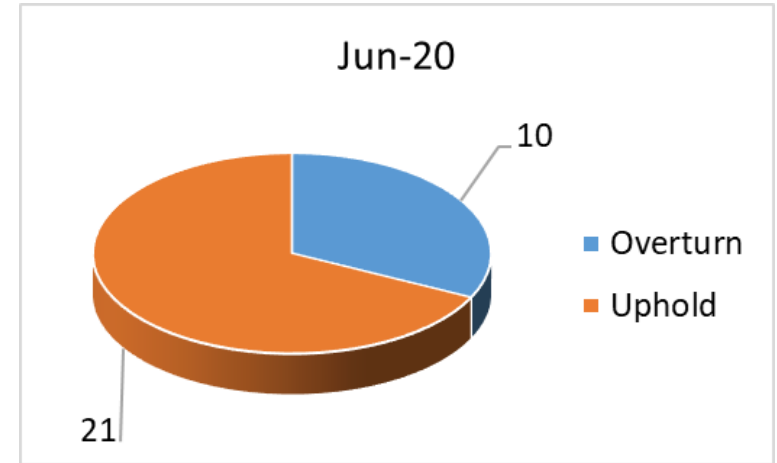
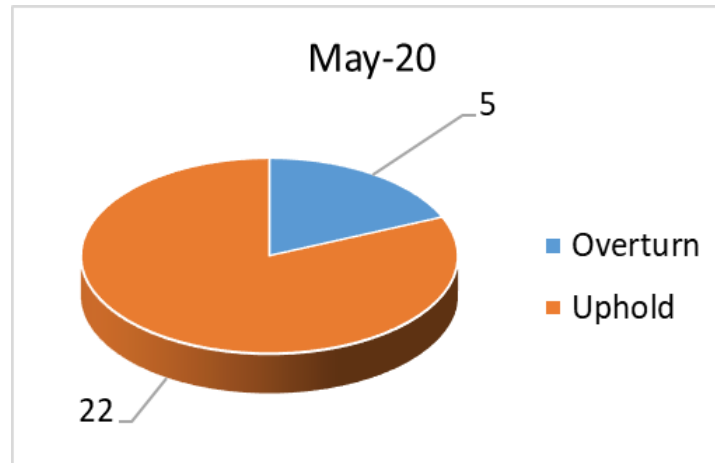
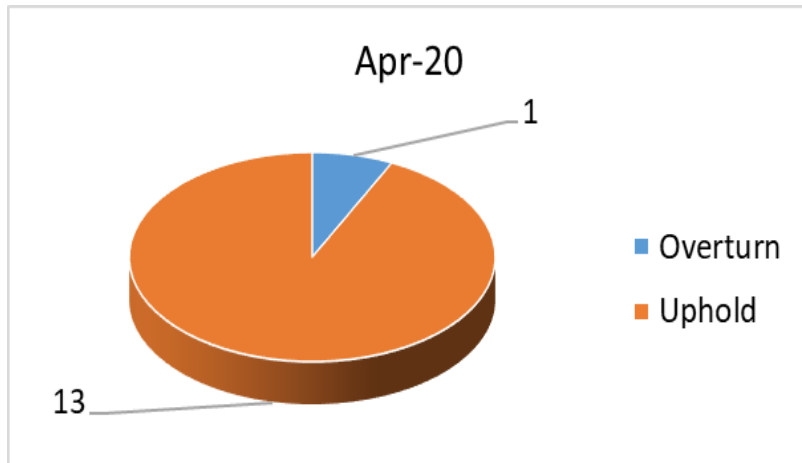
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Q2 2020 Reporting

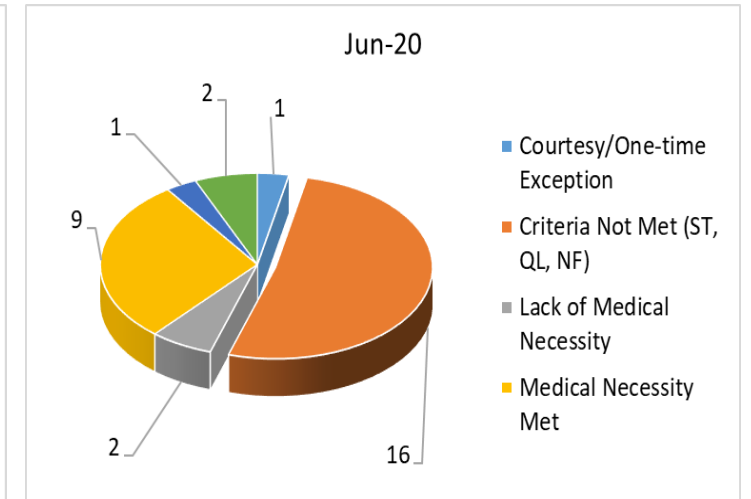
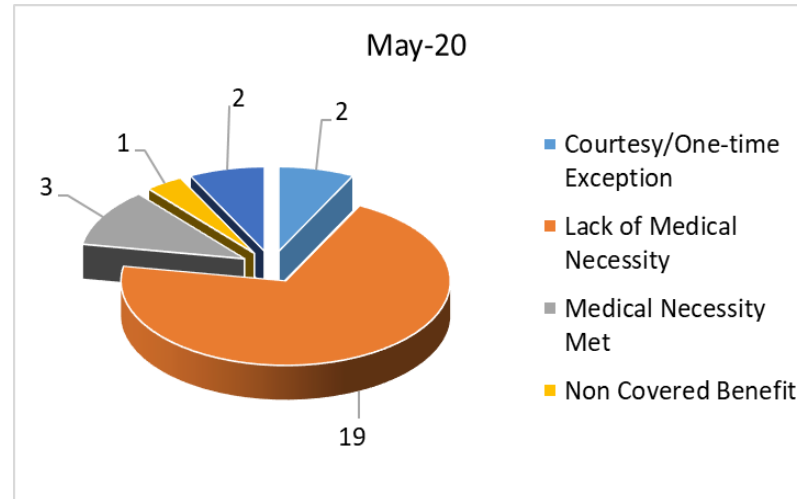
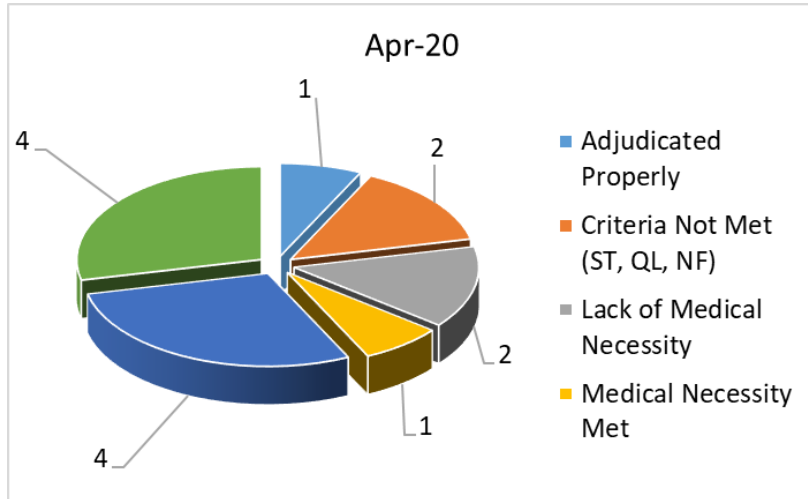
Q2 2020 Medi-Cal Appeals Volume



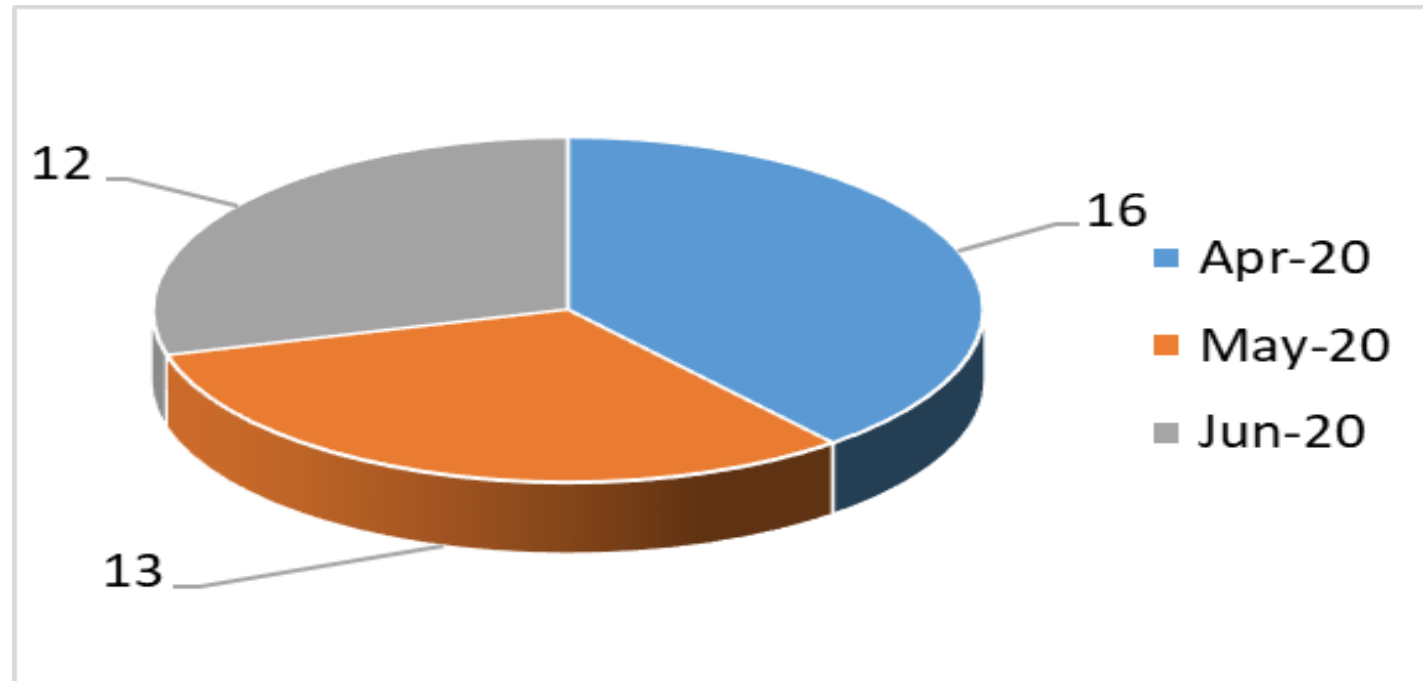
Q2 2020 Appeals by Decision



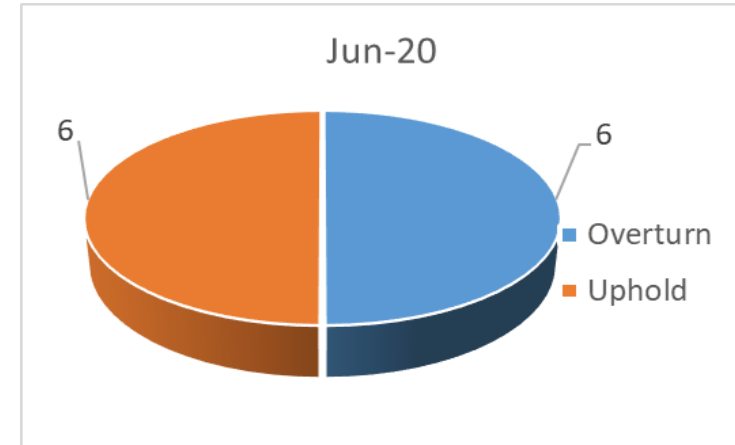
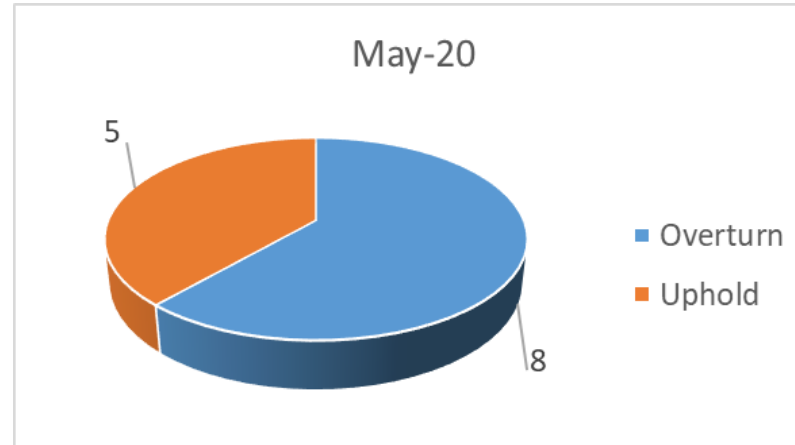
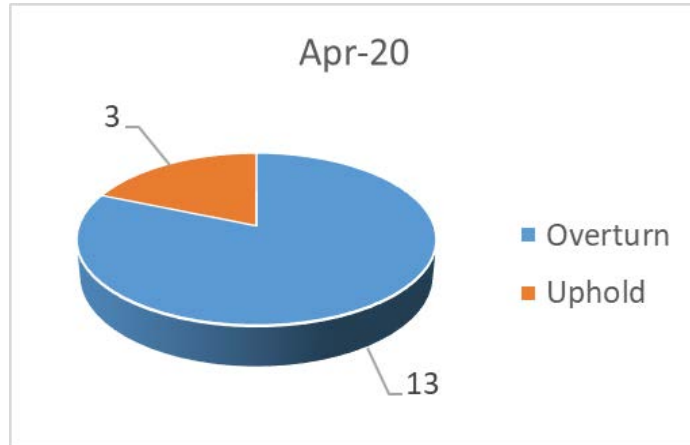
Q2 2020 Appeals by Rationale



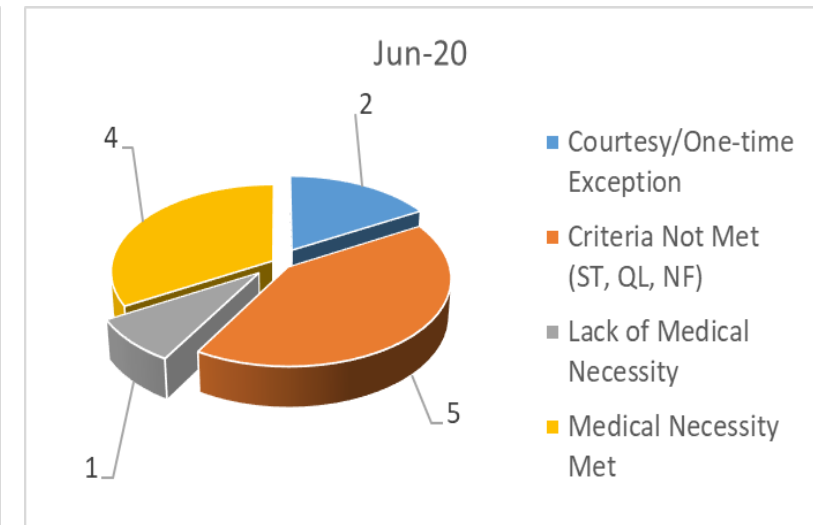
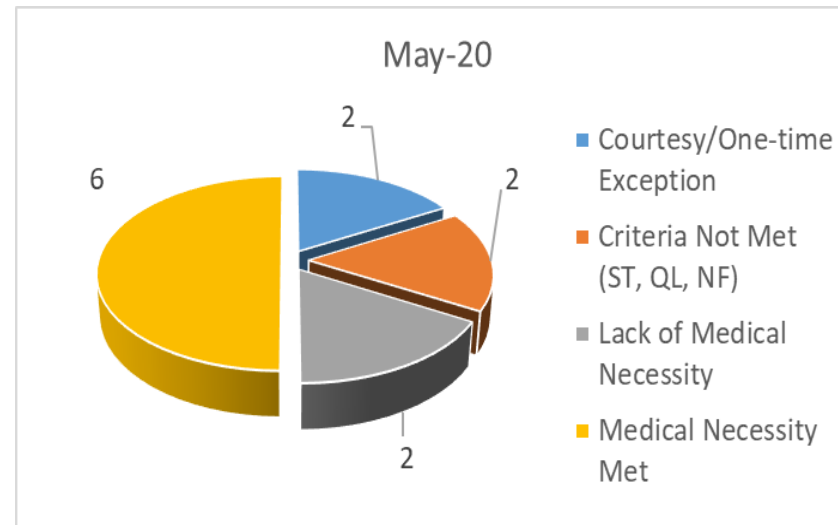
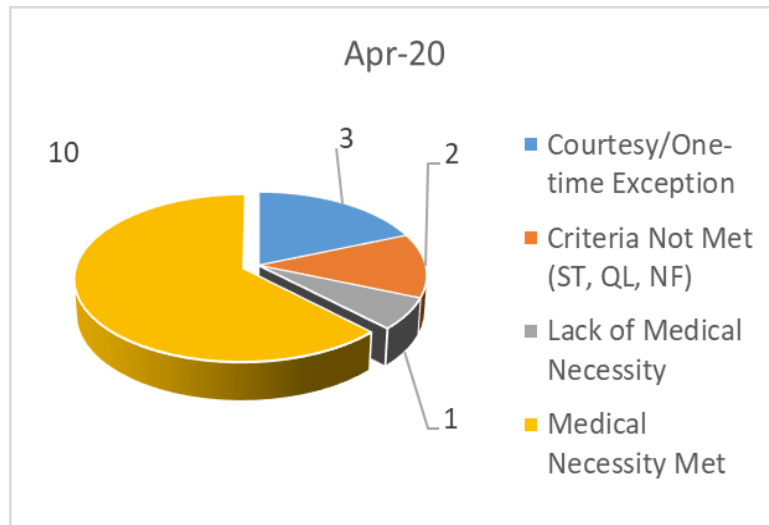
Q2 2020 Cal MediConnect Appeals Volume



Q2 2020 CMC Appeals by Decision



Q2 2020 CMC Appeals by Rationale





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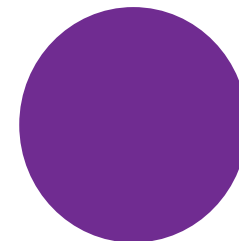
Pharmacy & Therapeutics Committee

DISCUSSION ITEMS

Pipeline Agents



SANTA CLARA FAMILY HEALTH PLAN



High Interest/Impact Pipeline

2nd Quarter 2020

Oriahnn (fibroids)-C

remdesivir (COVID-19)-BT #

obeticholic acid (NASH)-BT *

4th Quarter 2020

berotralstat (HAE)-C

inclisiran (hypercholesterolemia)-C

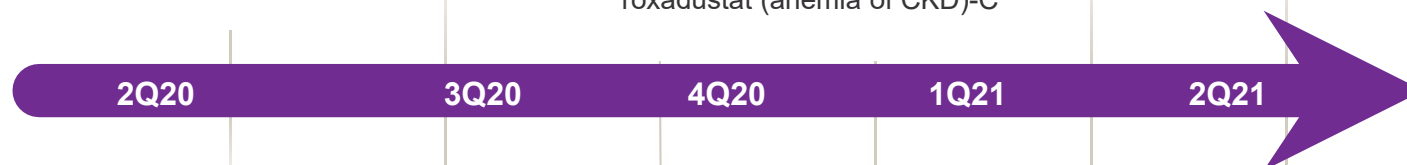
Rolontis (neutropenia)-C

roxadustat (anemia of CKD)-C

2nd Quarter 2021

Entresto (HFpEF)-NI, A

relugolix/E2/NE (fibroids)-C



3rd Quarter 2020

CC-486 (AML)-BT

filgotinib (RA)-C

ofatumumab (MS)-C

risdiplam (SMA)-C

val-rox (hemophilia)-BT †

veverimer (metabolic acidosis)-C

Viaskin Peanut (peanut allergy)-C

1st Quarter 2021

aducanumab (Alzheimer's)-BT †

cabotegravir/rilpivirine (HIV)-C †

ide-cel (multiple myeloma)-BT †

umbralisib (lymphoma)-C

voclosporin (lupus nephritis)-BT

Not Yet Filed

abrocitinib (atopic dermatitis)-C

leronlimab (HIV)-A

KEY

C = Agent will **compete** with current standard of care

A = Agent will be used in **addition** to current therapy or expands the patient population treated

BT = Agent is a **breakthrough**/novel treatment in an area where no comparable drug therapy previously existed

NI = Previously approved agent with a **new indication** (high impact)

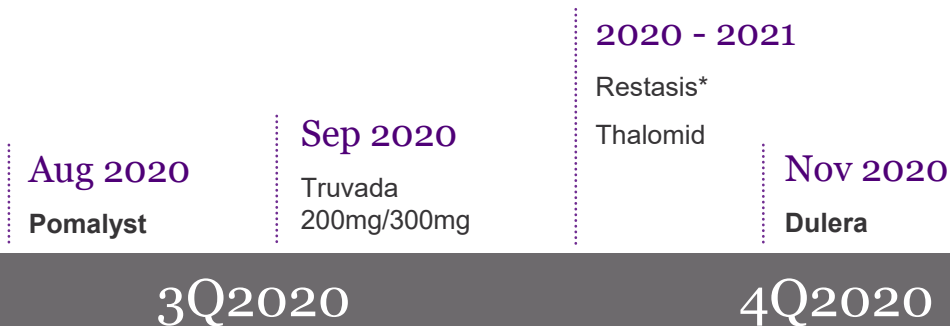
† = Medical Cost

* = Complete Response Letter

= Emergency Use Authorization

Generic Pipeline

High impact



Medium /Low impact

Bold font = new to slide

Red font = launched

**NO exclusivity*

† Authorized Generic

