

WEST VIRGINIA DEPARTMENT OF

**HUMAN
SERVICES**

Bureau for Medical Services

WVBMS Drug Utilization Board February 25, 2026

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Therapy Program*

Service Assistant Professor

WVU School of Pharmacy



RDTP Updates

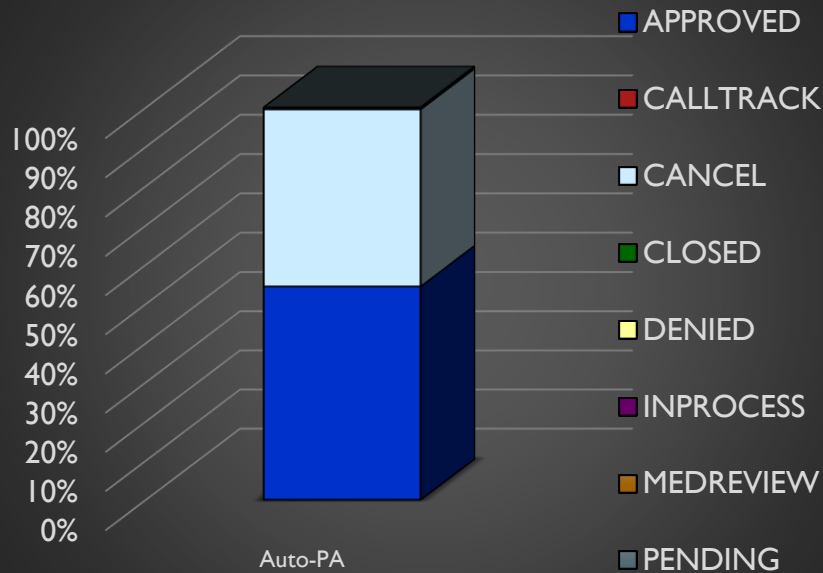
- **We're hiring!**
- **We are looking for clinical pharmacists to join our team!**
- **Apply on the WVU Careers page or reach out us to inquire.**



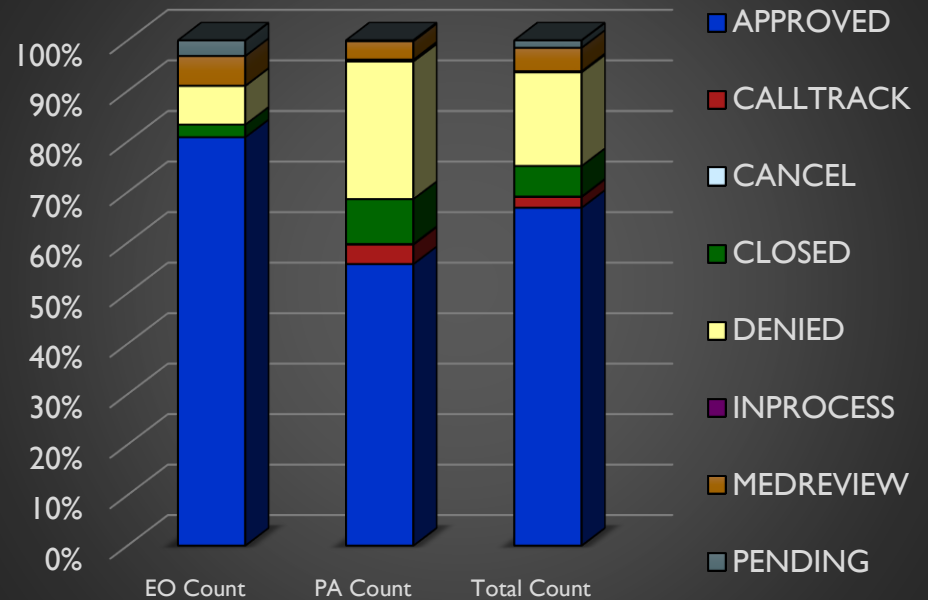
November 2025 Program Summary

	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	7,256	80.86%	6,260	55.78%	13,516	66.92%
DENIED	686	7.65%	3,052	27.19%	3,738	18.51%
PENDING	275	3.06%	18	0.16%	293	1.45%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	8,973	38.61% Of EO/PA total	11,223	48.30% Of EO/PA total	20,196	86.91%
# Member ID# s	6,595	1.36	9,158	1.23	15,753	1.28

Percentages by Status for Auto-PA



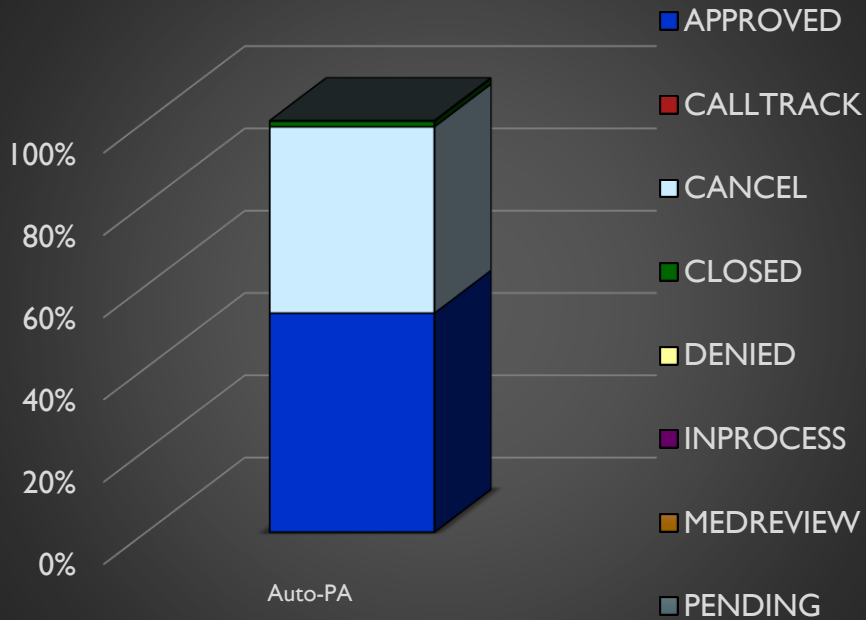
Percentages for Non-Auto-PA by Status and Type



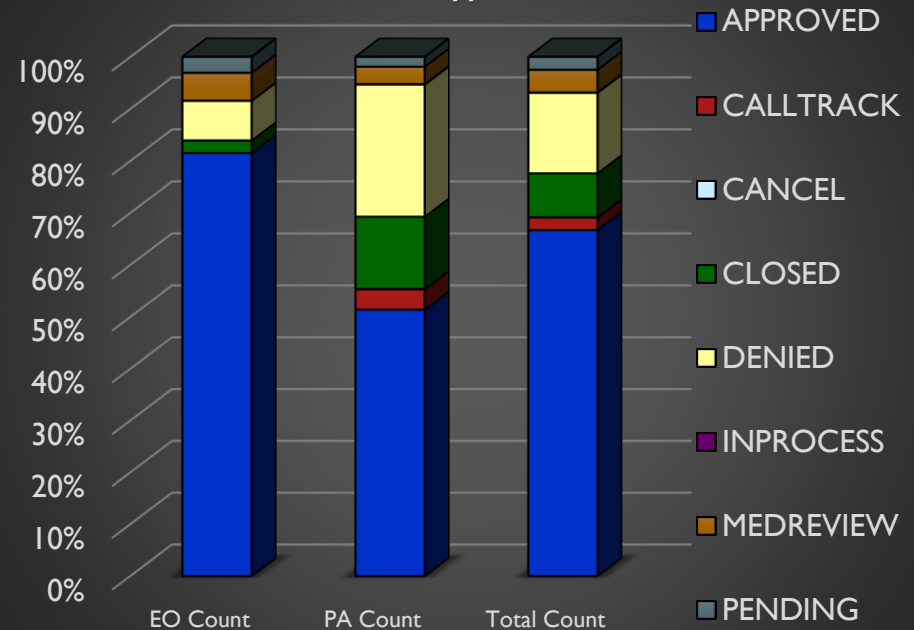
December 2025 Program Summary

	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	7,551	81.49%	6,671	51.37%	14,222	63.91%
DENIED	706	7.62%	3,300	25.41%	3,300	14.83%
PENDING	284	3.06%	246	1.89%	530	2.38%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	9,266	37.47% Of EO/PA total	12,986	52.52% Of EO/PA total	22,252	89.99%
# Member ID# s	6,783	1.37	10,051	1.29	16,834	1.32

Percentages by Status for Auto-PA



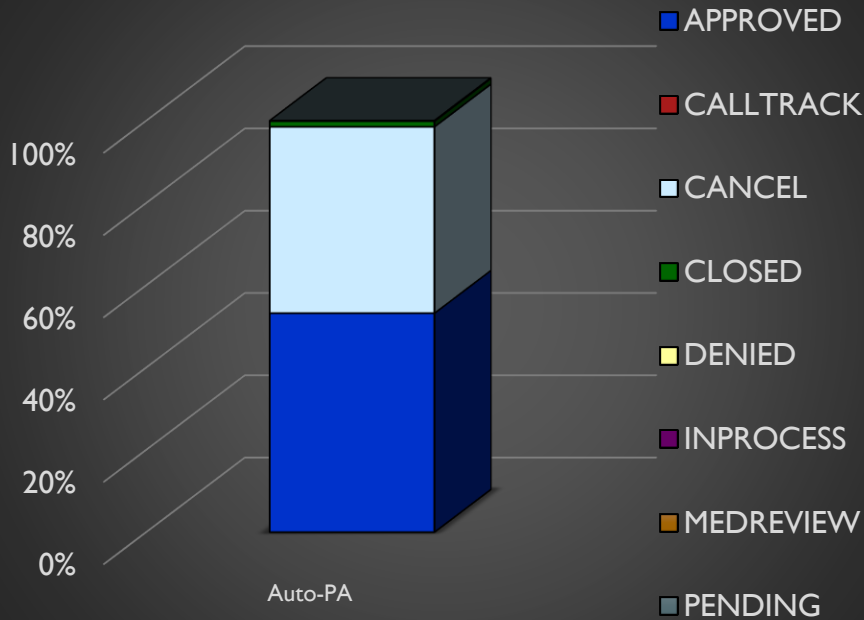
Percentages for Non-Auto-PA by Status and Type



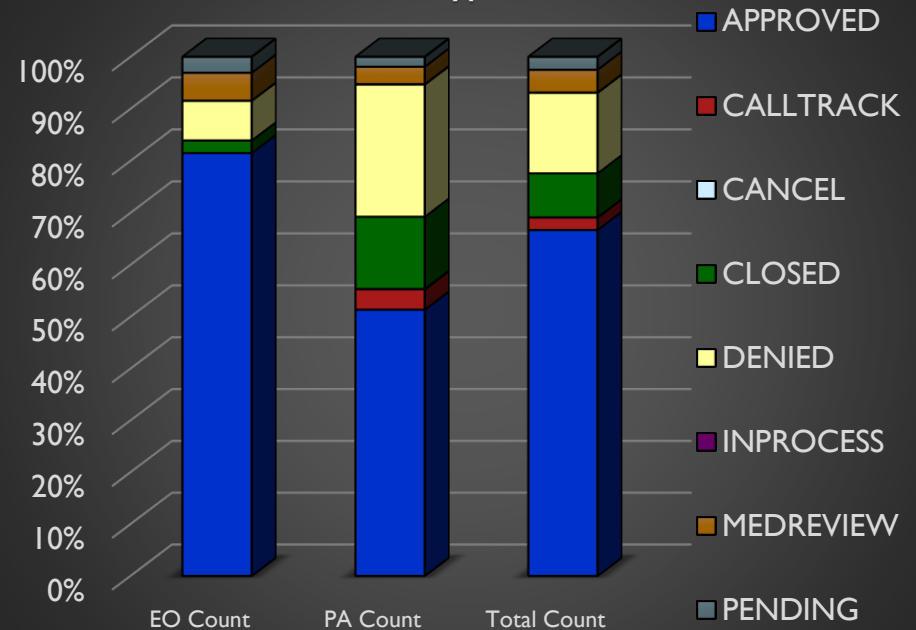
January 2026 Program Summary

	EO Count	% of EO Total	PA Count	% of PA Total	Total Count	% of Total
APPROVED	7,414	80.84%	6,573	53.51%	13,987	65.19%
DENIED	776	8.46%	3,567	29.04%	4,343	20.24%
PENDING	224	2.44%	51	0.42%	275	1.28%
Total Program Reviews (including Calltrack, Cancel, Closed, Inprocess, and Medreview status)	9,171	37.22% Of EO/PA total	12,284	49.85% Of EO/PA total	21,455	87.06%
# Member ID# s	6,732	1.36	9,813	1.25	16,545	1.30

Percentages by Status for Auto-PA



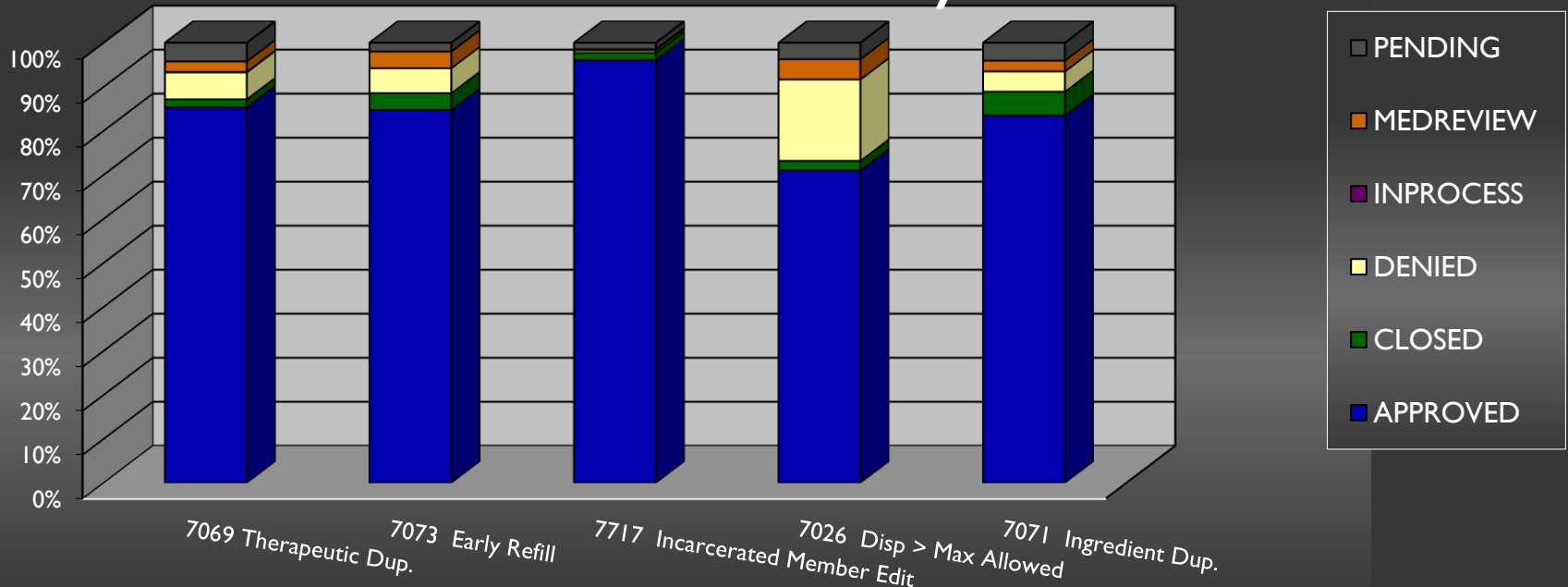
Percentages for Non-Auto-PA by Status and Type



November 2025 Edit Overrides

EO Status	7069 Ther.Dup	7073 Early Refill	7717 Incarcerated Member Edit	7026 Disp>Exceeds Max	7071 Ingredient Dup.
APPROVED	85.32%	84.73%	96.06%	70.99%	83.47%
DENIED	6.11%	5.67%	0.56%	18.49%	4.61%
PENDING	4.23%	1.99%	1.46%	3.72%	4.07%
Total EO's (including, Closed, Inprocess, and Medreview status)	3,616	1,958	889	779	369
% of TOTAL EO COUNT	35.43%	20.27%	9.20%	8.06%	3.82%

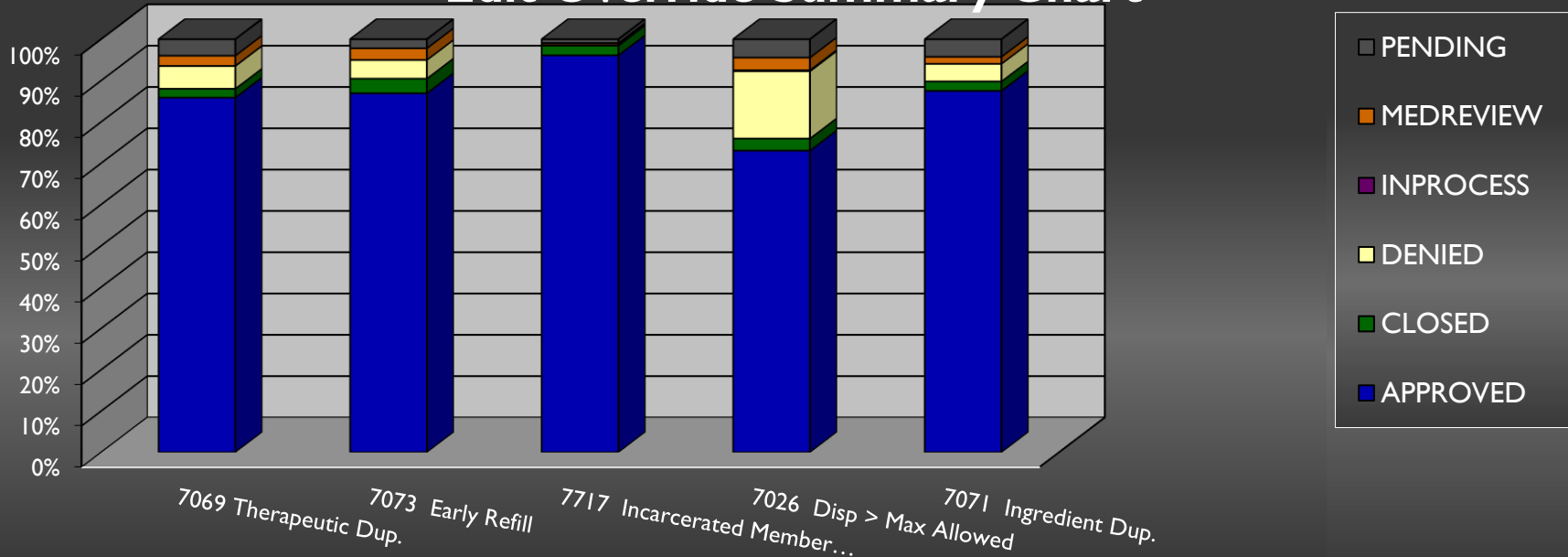
Edit Override Summary Chart



December 2025 Edit Overrides

EO Status	7069 Ther.Dup	7073 Early Refill	7717 Incarcerated Member Edit	7026 Disp>Exceeds Max	7071 Ingredient Dup.
APPROVED	85.84%	86.91%	96.09%	73.03%	87.50%
DENIED	5.51%	4.51%	0.12%	16.28%	4.26%
PENDING	3.99%	2.21%	0.95%	4.45%	4.26%
Total EO's (including, Closed, Inprocess, and Medreview status)	3,560	2,157	865	820	364
% of TOTAL EO COUNT	35.59%	20.51%	8.65%	8.20%	3.64%

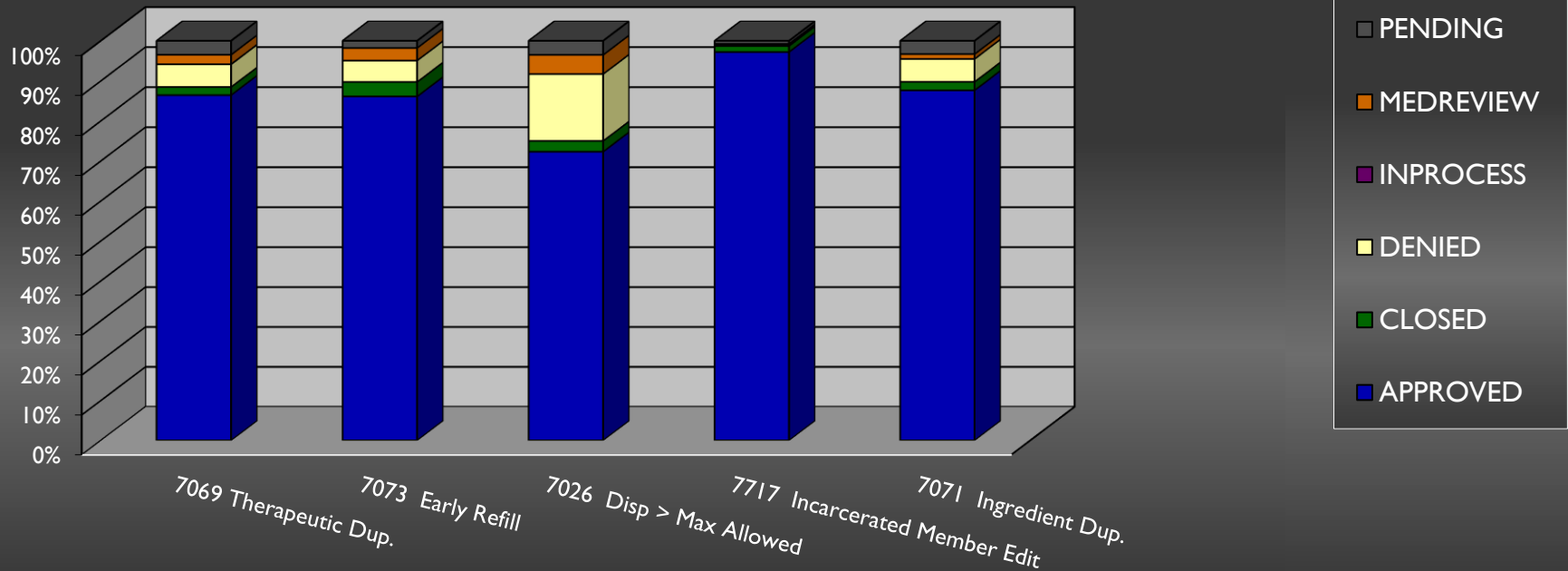
Edit Override Summary Chart



January 2026 Edit Overrides

EO Status	7069 Ther.Dup	7073 Early Refill	7026 Disp>Exceeds Max	7717 Incarcerated Member Edit	7071 Ingredient Dup.
APPROVED	86.46%	86.11%	72.31%	97.23%	87.65%
DENIED	5.68%	5.35%	16.71%	0.38%	5.72%
PENDING	3.46%	1.78%	3.50%	0.76%	3.31%
Total EO's (including, Closed, Inprocess, and Medreview status)	3,470	2,074	856	793	332
% of TOTAL EO COUNT	35.07%	20.96%	8.65%	8.01%	3.36%

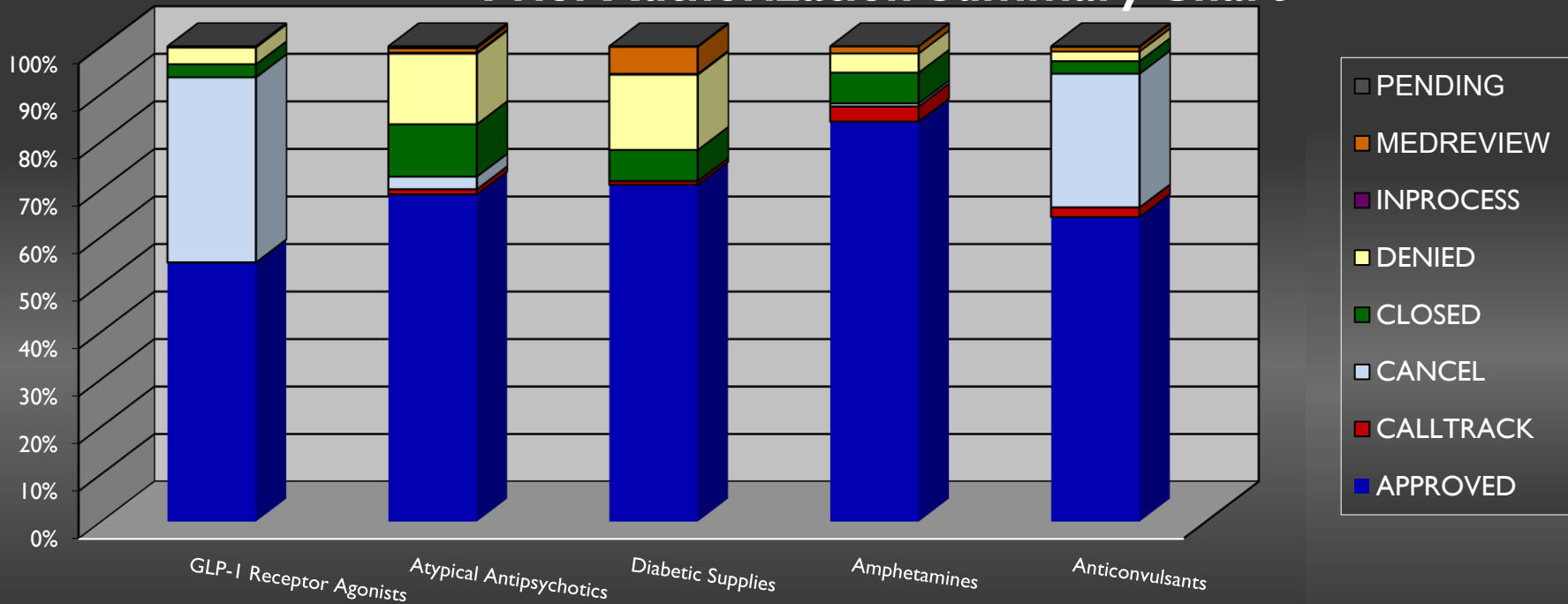
Edit Override Summary Chart



November 2025 PA Stats

PA Status	GLP-1 Receptor Agonists	Atypical Antipsychotics	Diabetic Supplies	Amphetamines	Anticonvulsants
APPROVED	54.56%	68.87%	70.90%	84.18%	64.11%
DENIED	3.53%	14.83%	15.82%	4.03%	2.03%
PENDING	0.08%	0.37%	0.10%	0.00%	0.12%
Totals (including, Calltrack, Cancel, Closed, Inprocess, and Medreview status)	2,546	1,362	1,024	942	836
Top Medication	Ozempic	Vraylar	Dexcom	Adderall IR	Divalproex DR

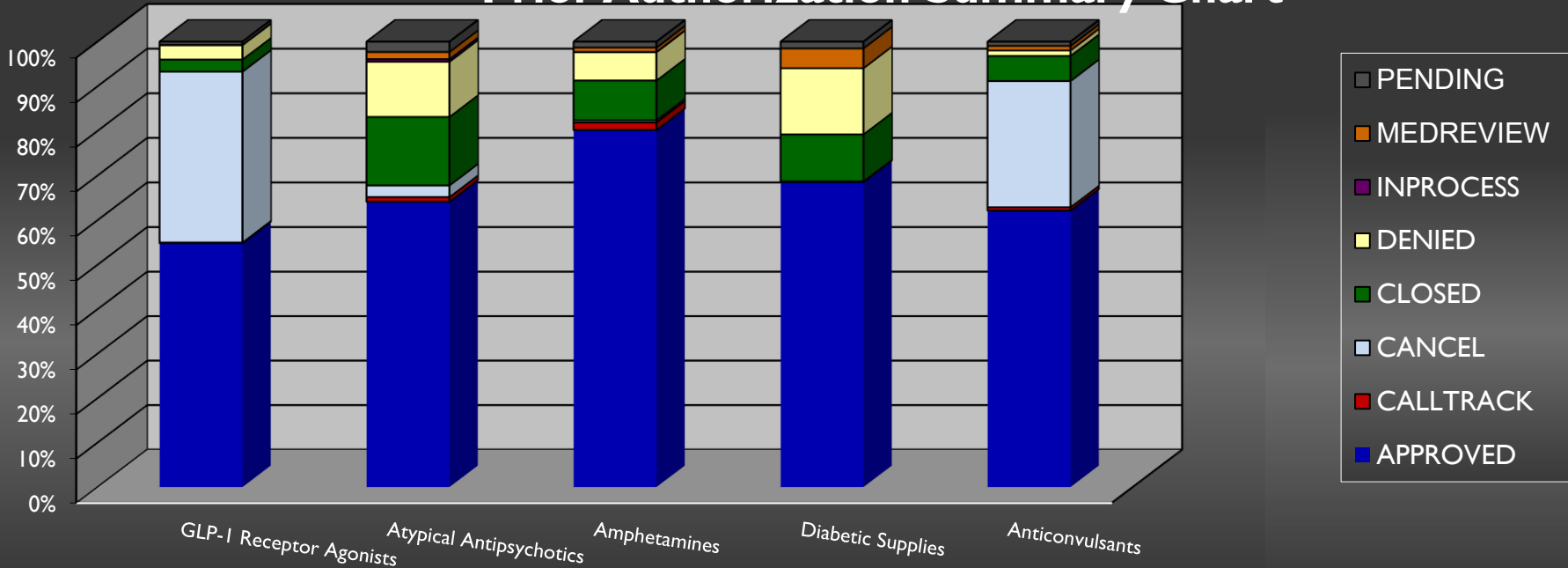
Prior Authorization Summary Chart



December 2025 PA Stats

PA Status	GLP-1 Receptor Agonists	Atypical Antipsychotics	Diabetic Supplies	Amphetamines	Anticonvulsants
APPROVED	53.66%	62.39%	83.12%	64.62%	56.14%
DENIED	3.64%	13.48%	2.96%	13.94%	1.40%
PENDING	0.43%	1.80%	0.72%	1.81%	0.16%
Totals (including, Calltrack, Cancel, Closed, Inprocess, and Medreview status)	2,676	1,672	1,231	1,214	687
Top Medication	Ozempic	Vraylar	Dexcom	Adderall XR	Divalproex DR

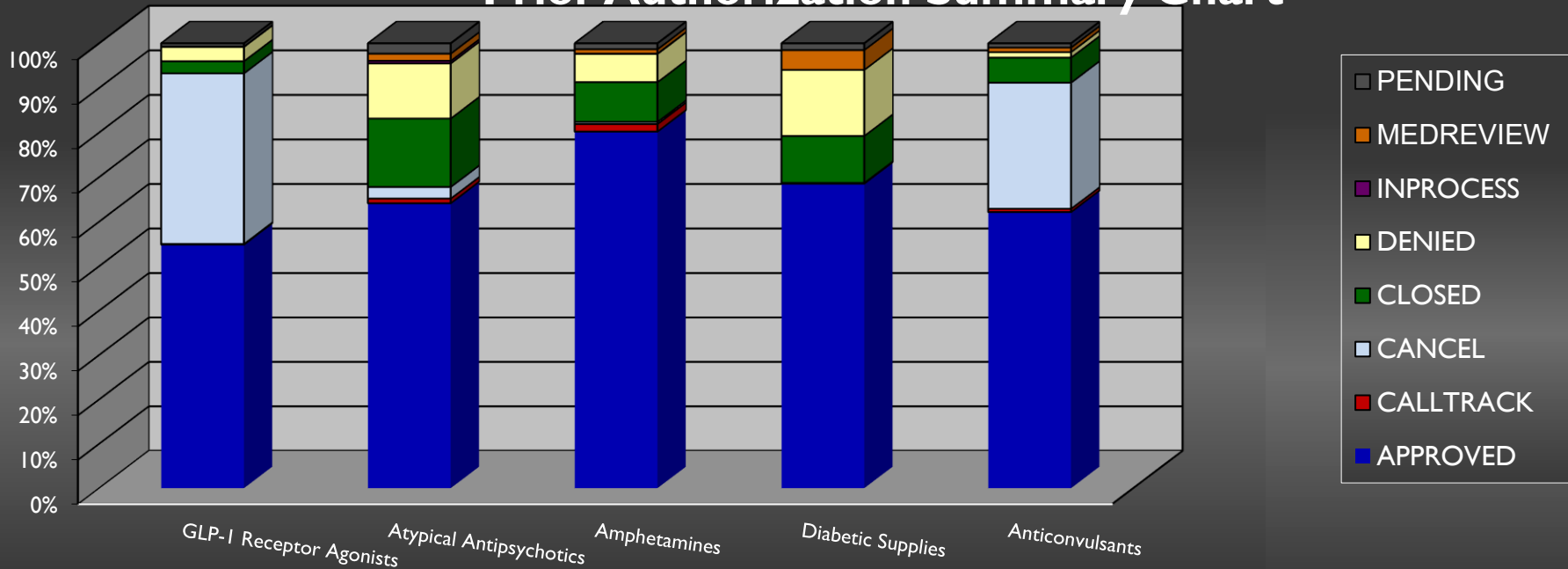
Prior Authorization Summary Chart



January 2026 PA Stats

PA Status	GLP-1 Receptor Agonists	Atypical Antipsychotics	Amphetamines	Diabetic Supplies	Anticonvulsants
APPROVED	49.38%	62.95%	84.11%	68.11%	46.10%
DENIED	4.47%	16.10%	4.21%	18.53%	2.69%
PENDING	0.14%	0.34%	0.34%	0.46%	0.67%
Totals (including, Calltrack, Cancel, Closed, Inprocess, and Medreview status)	2,906	1,460	1,164	1,085	744
Top Medication	Ozempic	Vraylar	Adderall IR	Dexcom	Divalproex DR

Prior Authorization Summary Chart



Phone Call Request Turnaround

November 2025

	Calls Presented	Avg Speed of Answer	Avg Ring Duration	Avg Handle Time
Medicaid PA Line	7,626	0:19 sec	0:06	2:29 min
Gainwell DUR Line	7,793	0:24 sec	0:06	1:57 min

December 2025

	Calls Presented	Avg Speed of Answer	Avg Ring Duration	Avg Handle Time
Medicaid PA Line	8,281	0:22 sec	0:06	2:31 min
Gainwell DUR Line	8,080	0:20 sec	0:06	1:54 min

January 2026

	Calls Presented	Avg Speed of Answer	Avg Ring Duration	Avg Handle Time
Medicaid PA Line	8,305	0:23 sec	0:07	2:30 min
Gainwell DUR Line	8,532	0:22 sec	0:06	1:59 min

Number of Contacts

	November 2025	December 2025	January 2026
Less Than or Equal to 3 Notes Per Created EO-PA	97.40%	96.99%	97.12%

Thank you

Any Questions?

