



<b>ISSUE DATE</b>  September 1, 2010	<b>EFFECTIVE DATE</b>  September 1, 2010	<b>NUMBER</b>  99-10-10
<b>SUBJECT</b>  Retrospective Drug Use Review – Pharmacy Services		<b>BY</b>  <i>Michael Nardone</i>  Michael Nardone, Deputy Secretary Office of Medical Assistance Programs

**PURPOSE:**

The purpose of this bulletin is to inform prescribing providers that the Department of Public Welfare (Department) upgraded the design and administration of its Retrospective Drug Use Review (Retro DUR) Program to increase the clinical utility of patient profiles and enhance the potential for positive therapeutic outcomes.

**SCOPE:**

This bulletin applies to all providers who prescribe drugs for MA recipients enrolled in the Fee-for-Service (FFS) delivery system, including ACCESS Plus. Providers who prescribe drugs for MA recipients enrolled in managed care should address any Retro-DUR-related questions to the appropriate MA Managed Care Organization (MCO).

**BACKGROUND:**

Federal regulations require the Department to provide for a RetroDUR program to promote patient safety through ongoing examination of claims data and other records in order to monitor patterns of prescribing, dispensing, and drug use for conformance with predetermined standards.

**DISCUSSION:**

Program enhancements and efficiencies in the upgraded Retro DUR Program include the following:

1. Enhanced Flexibility - The Department is able to target the scope of patient profiles by age, diagnosis, prescribing provider, class of drugs, specific drugs or a mix of specific drugs.
2. Access to Current and Historic Paid Claims Data - Claims are available as they are processed to make patient profiles more timely and meaningful for prescribing providers.

**COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:**

The appropriate toll-free number for your provider type

Visit the Office of Medical Assistance Programs Web site at [www.dpw.state.pa.us/PartnersProviders](http://www.dpw.state.pa.us/PartnersProviders)

3. Increased Clinical Reviews and Controls – The Department’s clinical staff reviews every case before an intervention letter is sent to a prescribing provider. Department clinical reviewers can stop intervention letters that are obviously false positives or add personalized messages. This step, combined with current claims data, is intended to make intervention letters more informative and useful for prescribing providers.
4. Expanded Reporting and Analysis – Prescribing provider responses to Retro DUR letters are stored in a database for Department review and analysis.
5. Enhanced Patient Care Monitoring – The upgraded system enhances the ability for the Department to quickly respond to prescribing providers’ requests for additional information and refer patients for case management services when appropriate.

**PROCEDURES:**

The Department will determine the quality indicators and evaluation criteria for monthly interventions, including DUR Board recommendations for interventions and educational initiatives. A sample of a provider intervention letter is included in the attachment to this MA Bulletin. The Department acknowledges in the cover letter that the profile reflects the current paid claims drug history in the MA Program and that the Department may not be fully aware of the patient’s entire clinical situation. Providers are strongly encouraged, but not required, to provide feedback to the Department using the Prescriber Response form.

**ATTACHMENTS:**

Retro DUR Letter  
Prescriber Response Form