

# UnitedHealthcare Community Plan of Florida

Prescriber guide

## Opioid overutilization prevention and opioid use disorder treatment programs

In response to the U.S. opioid epidemic, we've developed programs to help our members receive the care and treatment they need in safe and effective ways. We've based our measures on the Centers for Disease Control and Prevention's (CDC) opioid treatment guidelines to help prevent overuse of short-acting and long-acting opioid medications. Please use this quick reference guide to learn more about what we offer.

### Concurrent Drug Utilization Review programs

The Concurrent Drug Utilization (cDUR) program uses the pharmacy claims processing system to screen all prescriptions at the point of service and checks for possible inappropriate drug prescribing and utilization, as well as potentially dangerous medical implications or drug interactions. The program includes communication to the dispensing pharmacy at point of service through claims edits and messaging to the dispensing pharmacy at point of service. The pharmacist will need to address the clinical situation at the point of sale before entering appropriate National Council for Prescription Drug Programs (NCPDP) codes to receive an approved claim, unless otherwise stated below.

<b>THERDOSE Acetaminophen</b>	<ul style="list-style-type: none"><li>• Combination opioids plus acetaminophen (APAP) limit</li><li>• Prevents doses of APAP greater than 4 grams per day</li></ul>
<b>Duplicate Therapy – Short-Acting Opioids (SAOs)</b>	<ul style="list-style-type: none"><li>• Alerts to concurrent use of multiple SAOs</li></ul>
<b>Drug-Drug Interaction – Opioids and Benzodiazepines</b>	<ul style="list-style-type: none"><li>• Point-of-sale alert for concurrent use of opioids and benzodiazepines</li></ul>
<b>Drug-Drug Interaction – Opioids and Carisoprodol</b>	<ul style="list-style-type: none"><li>• Point-of-sale alert for concurrent use of opioids and carisoprodol</li></ul>
<b>Drug-Drug Interaction – Opioids and Antipsychotics</b>	<ul style="list-style-type: none"><li>• Point-of-sale alert for concurrent use of opioids and antipsychotics</li></ul>
<b>Drug-Drug Interaction – Opioids and Sedative Hypnotics</b>	<ul style="list-style-type: none"><li>• Point-of-sale alert for concurrent use of opioids and sedative hypnotics</li></ul>
<b>Drug-Drug Interaction – Opioids and Medication-Assisted Treatment (MAT)</b>	<ul style="list-style-type: none"><li>• Point-of-sale alert for concurrent use of opioids and MAT drugs</li></ul>
<b>Drug-Inferred Health State – Opioids and Prenatal Vitamins and Medications Used in Pregnancy</b>	<ul style="list-style-type: none"><li>• Enhanced point-of-sale alert for concurrent use of opioids and prenatal vitamins and for concurrent use of opioids and medications used in pregnancy (e.g., doxylamine/pyridoxine)</li><li>• This custom message does not require the pharmacist to enter appropriate NCPDP codes to receive an approved claim</li></ul>
<b>High Dose Opioids- Recommend Pharmacist to Offer Opioid Antagonist</b>	<ul style="list-style-type: none"><li>• Enhanced point-of-sale alert for opioid doses over 50 MME that recommends the pharmacist offer an opioid antagonist</li><li>• This custom message does not require the pharmacist to enter appropriate NCPDP codes to receive an approved claim</li></ul>

## Retrospective Drug Utilization Review programs

The Retrospective Drug Utilization Review (rDUR) program analyzes claims on a daily basis and sends communications to prescribers.

### Abused Medications DUR Program

- Daily identification of members who are getting multiple opioid prescriptions from multiple prescribers and/or filling at multiple pharmacies
- Also identifies members with chronic early refill attempts, overlapping LAOs, overlapping SAOs, high daily doses of opioids, a diagnosis of opioid overdose with an opioid fill, overlapping opioid and medication-assisted treatment (MAT) medications, overlapping opioid, muscle relaxant and benzodiazepine and overlapping opioid and opioid potentiator
- Patient-specific information sent to all prescribers with medication fill history for the last 4 months

### Pharmacy Lock-In Program

- Pharmacy lock-in programs vary by state, however, all include filling of opioids by multiple prescribers at multiple pharmacies as an inclusion criterion for the program
- Members chosen for the program will be locked into 1 pharmacy for all of their medications for a period of 1 year. Lock-in periods vary by state.

## Utilization Management programs

Utilization Management (UM) programs promote appropriate use, help reduce costs and, ultimately, help improve the health status of members.

### Cumulative 90 Morphine Milligram Equivalents (MME) Limit

- Point-of-sale dosage limit for all opioid products up to 90 MME
- Prevents cumulative opioid doses above the preset threshold from processing
- Prior authorization required for doses above the preset threshold

### Long-Acting Opioid Prior Authorization\*\*

- Prior authorization\*\* requires:
  - Appropriate use criteria (non-cancer pain)
  - Step through short-acting opioid (non-cancer pain) and step through preferred long-acting opioids
  - If appropriate, step through neuropathic pain alternatives (non-cancer pain)
- Intensive reauthorization review criteria

### Duplicate Therapy – Long-Acting Opioids (LAOs)

- Prior authorization\*\* required for concurrent use of multiple LAOs

### SAO Duration Limits Edit

- Point-of-sale limits for members filling short-acting opioids
- Point-of-sale limits include a 3-day supply per fill and 2 fills in a rolling 30-day period or a 7-day supply per fill and 2 fills in a rolling 30-day period with “acute pain exception” written on the prescription
- The <90 MME per day dose limit applies
- Prior authorization\*\* required to exceed these quantities

### Transmucosal Fentanyl Product Prior Authorization\*\*

- Prior authorization\*\* requires documentation of pain due to cancer and patient is already receiving opioids

## Retrospective Drug Utilization review (rDUR) programs

### Buprenorphine MAT Prior Authorization\*\*

- Prescribers may prescribe a 7-day supply of buprenorphine for MAT when initiating members
- Prior authorization\*\* is required beyond the 7 days

### Overdose Prevention (naloxone)

No prior authorization\*\* is required for preferred naloxone products (generic naloxone injection, Narcan® Nasal Spray)

## Evidence-Based Prescribing programs

Focuses on outreach to prescribers identified as outliers

### Fraud/Waste/Abuse Evaluation

- Retrospective controlled substance claims analysis
- Identifies outlier opioid prescribers

### Peer Comparison Reporting

- Identification of and outreach to outlier opioid prescribers compared to peers within like specialties

## Miscellaneous

### Substance Use Disorder Help Line

- 24/7 Help Line: Call **855-780-5955**. For members or caregivers, staffed by licensed behavioral health providers.
- Reference: [liveandworkwell.com](https://www.liveandworkwell.com)

### Miscellaneous – Drug Enforcement Agency (DEA) License Edit

- Verifies DEA is active and matches scheduled medication in the claim

### Miscellaneous – Refill-Too-Soon Threshold

- Increases the refill-too-soon threshold to 90% on opioids and other controlled substances CII-V

\*These programs represent UnitedHealthcare Community Plan initiatives in markets where we have the autonomy to implement our own programs. Some states may not participate in the programs outlined in this guide due to state mandates.

## Abbreviations

<b>APAP</b>	Acetaminophen	<b>MME</b>	Morphine Milligram Equivalent
<b>CDC</b>	Centers for Disease Control and Prevention	<b>PA</b>	Prior Authorization
<b>cDUR</b>	Concurrent Drug Utilization Review	<b>rDUR</b>	Retrospective Drug Utilization Review
<b>DEA</b>	Drug Enforcement Agency	<b>SAOs</b>	Short-Acting Opioids
<b>LAOs</b>	Long-Acting Opioids	<b>UM</b>	Utilization Management
<b>MAT</b>	Medication-Assisted Treatment		

## **We're here to help**

For more information, please call Provider Services at **888-362-3368**.

### **How to submit prior authorizations**

- **Online:** Use the Prior Authorization and Notification tool in Link. To access the tool, sign in to Link by going to [UHCprovider.com](https://UHCprovider.com) and clicking on the Link button in the top-right corner. Then, select the Prior Authorization and Notification tile from the Link dashboard. If you're a new user, click the New User button instead.
- **Phone:** Call **800-310-6826**
- **Fax:** Fax your completed form to **866-940-7328**
- Pharmacy Prior Authorization forms are available at [UHCprovider.com](https://UHCprovider.com) > Menu > Health Plans by State – choose your state > Medicaid (Community Plan) > Pharmacy Resources and Physician-Administered Drugs > **Pharmacy Prior Authorization**