



Opioid Overutilization Prevention and Opioid Use Disorder Treatment Programs for UnitedHealthcare Community Plan of Ohio

Quick Reference Guide

UnitedHealthcare is confronting the opioid epidemic from all angles. We're joining with care providers and communities to prevent opioid misuse and addiction, deliver tailored treatment to those who are addicted and support long-term recovery. An important part of treating some pain and medical conditions, opioids come with a high risk of dependence. Through touch points, we help ensure safe and appropriate opioid use right from the start. To help with this effort, we developed the following pharmacy-based programs.*

Concurrent Drug Utilization Review (cDUR) Programs	
The 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.	
THERDOSE Acetaminophen	<ul style="list-style-type: none"> • Combination opioids plus acetaminophen (APAP) limit • Point-of-sale quantity limit • Prevents doses of APAP greater than 4 grams per day
Duplicate Therapy – Short-Acting Opioids (SAOs)	<ul style="list-style-type: none"> • Alerts to concurrent use of multiple SAOs
Duplicate Therapy – Long-Acting Opioids (LAOs)	<ul style="list-style-type: none"> • Alerts to concurrent use of multiple LAOs
Drug-Drug Interaction – Opioids and Drugs to Treat Opioid Use Disorder (OUD)	<ul style="list-style-type: none"> • Point-of-sale alert for concurrent use of opioids and drugs to treat OUD
Drug-Drug Interaction – Opioids and Benzodiazepines	<ul style="list-style-type: none"> • Point-of-sale alert for concurrent use of opioids and benzodiazepines
Drug-Drug Interaction – Opioids and Soma	<ul style="list-style-type: none"> • Point-of-sale alert for concurrent use of opioids and Soma
Drug-Inferred Health State – Opioids and Prenatal Vitamins and Medications used in Pregnancy	<ul style="list-style-type: none"> • 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) • This custom message does not require the pharmacist to enter appropriate NCPDP codes to receive an approved claim.
Retrospective Drug Utilization Review (rDUR) Programs	
The rDUR program analyzes claims on a monthly basis and sends communications to prescribers.	
Narcotic DUR Program	<ul style="list-style-type: none"> • Monthly 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, high daily doses of opioids, large quantities of units being filled, overlapping opioid and OUD medications and concurrent use of a benzodiazepine or an antipsychotic medication with an opioid • Patient-specific information sent to all prescribers with medication fill history for the last 3 months
Pharmacy Lock-In Program	<ul style="list-style-type: none"> • Pharmacy lock-in programs vary by state; however, all include filling of opioids by multiple prescribers at multiple pharmacies as an inclusion criteria for the program. • Members chosen for the program will be locked into one pharmacy for all of their medications for a period of 1 year. Lock-in periods vary by state.

Utilization Management (UM) Programs

UM Programs promote appropriate use, reduce costs and ultimately help to improve health status of members.

Cumulative MME Limit	<ul style="list-style-type: none"> Identifies cumulative opioid dosages above a threshold of 90 morphine milligram equivalents (MME) per day dose; prior authorization is required to exceed this limit Members identified as having cancer, end of life care or hospice are excluded from this edit at the point of sale
Long-Acting Opioid Prior Authorization	<ul style="list-style-type: none"> Prior authorization requires: <ul style="list-style-type: none"> Attestation of appropriate use and monitoring Step through short-acting opioid (non-cancer pain); step through preferred LAOs If appropriate, step through neuropathic pain alternatives (non-cancer pain)
New-to-Therapy SAO Edit	<ul style="list-style-type: none"> Point-of-sale limits for members who are considered new to therapy (new to therapy is defined as a patient with less than 90 days of opioids in the last 120 days). New to therapy members are limited to a 7-day supply per fill. <ul style="list-style-type: none"> Members with cancer, palliative care, sickle cell, severe burn, traumatic crushing of tissue, amputation or major orthopedic surgery diagnoses are excluded from this edit at the point of sale. Short-acting opioids are limited to 30 MME per day dose for all members, whether new to therapy or continuation of therapy. Prior authorization is required to exceed these quantities.
Cough and Cold Products Containing Opioid Components	<ul style="list-style-type: none"> Quantity per fill of 120 mL (units) is applied, as well as a 30-day maximum quantity of 360 mL (units) Prior authorization is required for those younger than 18
Transmucosal Fentanyl Product Prior Authorization	<ul style="list-style-type: none"> Prior authorization requires: <ul style="list-style-type: none"> Documentation of pain due to cancer and patient is already receiving opioids
Overdose Prevention (naloxone)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Retrospective controlled substance claims analysis Identifies outlier opioid prescribers
Peer Comparison Reporting	<ul style="list-style-type: none"> Identification of and outreach to outlier opioid prescribers compared to peers within like specialties
Miscellaneous	
Substance Use Disorder Helpline	<ul style="list-style-type: none"> 24/7 helpline: 855-780-5955. For members or caregivers, staffed by licensed behavioral health providers Reference: liveandworkwell.com
Miscellaneous – Drug Enforcement Agency (DEA) License Edit	<ul style="list-style-type: none"> Verifies DEA is active and matches scheduled medication in the claim
Miscellaneous – Refill-Too-Soon Threshold	<ul style="list-style-type: none"> 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			
APAP	Acetaminophen	MME	Morphine Milligram Equivalent
CDC	Centers for Disease Control and Prevention	ODD	Opioid Use Disorder
cDUR	Concurrent Drug Utilization Review	PA	Prior Authorization
DEA	Drug Enforcement Agency	rDUR	Retrospective Drug Utilization Review
LAOs	Long-Acting Opioids	SAOs	Short-Acting Opioids
MAT	Medication-Assisted Therapy	UM	Utilization Management

Submitting Prior Authorizations

We've created Opioid Prior Authorization Forms to collect all necessary information related to the above programs. Please complete the entire form to avoid delays in coverage decisions.

- You can find the opioid prior authorization forms at **UHCprovider.com** > Menu > Health Plan by State > Ohio > View Offered Plan Information (under Medicaid Community Plan) > Pharmacy Resources and Physician Administered Drugs (left side) > Pharmacy Prior Authorization (middle) > Pharmacy Drug-Specific Paper Prior Authorization Forms > Click the link for Opioid Products (Ohio) Prior Authorization Form – Community Plan
- Fax your completed prior authorization forms and supporting documentation to: 866–940-7328.

Resources

To learn more about opioids or other opioid programs offered by UnitedHealthcare, please visit:

- UHCprovider.com** > Menu > Health Plan by State > Ohio > View Offered Plan Information (under Medicaid Community Plan) > Pharmacy Resources and Physician Administered Drugs (left side) > Opioid Programs and ResourcesNewsroom.uhc.com > [Opioids](#).

We're Here to Help

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