



Operational Procedures

RetroDUR

**Pharmacy Benefits
Management System (PBMS)**

RetroDUR

Contents

Overview	3
Applications Used	3
Accessing Applications	Error! Bookmark not defined.
Basic Process of RetroDUR	3
Types of Studies.....	4

Overview

The goal of the RetroDUR process is to promote appropriate and cost-effective use of medications.

RetroDUR involves evaluating participants for specific drug usage issues and creating a survey with customized comments and recommendations. The survey is faxed to prescribers and/or pharmacies associated with those transactions. Fax-back responses from the providers are entered and tracked in RetroDUR.

Applications Used

You'll be using these programs in the PBMS:

- **Retro-DUR** – Used to:
 - prepare the survey response form
 - add specific comments to each survey letter
 - track faxed responses to the survey.
- **SSRS** (Microsoft SQL Server Reporting Services) – Used to:
 - review the participants drug history and medical diagnoses in order to select the appropriate comment on the record
 - produce the survey letters that are faxed to providers
 - view reports on the current status of a survey

Basic Process of RetroDUR

There are two types of RetroDUR studies –

Participant Review study - automatically generated – containing the top 300 participants with issues related to dose checks, duplicate therapy, drug-drug interactions, and drug gender alerts.

Problem Focused Study – a study designed to educate providers on a particular issue of your choosing. You determine the people to be included, create a .CSV file and import the records into RetroDur.

The basic steps for creating and managing a study are the same for both study types. The difference is in how the study is created.

The RetroDUR process:

- Create a new study.
- Customize the study by adding question responses to be included on the faxed back response form.
- Add a unique comment to each record in the survey indicating the issue and recommendations from the DUR board. This comment is included on the survey letter.
- Fax each provider a survey letter. The letter includes a survey fax-back reply form.
- Survey replies are received by fax and automatically added to RetroDUR.
- You process the fax replies by entering their unique Smart ID and the responses on the survey.
- The information is added to the survey results. You can run reports on the status of a survey.

- At a certain time, you determine the study to be closed, and the study is archived.

PBMS claims are reviewed and participants with a higher rate of issues with dose checks, duplicate therapy detection, drug-drug interactions, and drug gender alerts are identified. A survey is created and customized comments are added to each record in the survey. A survey letter is created and faxed to the prescribers and/or pharmacies associated with these participants. The survey explains the concerns, suggests alternatives, provides drug history and medical diagnoses, and requests a reply back on action taken in regards to this issue. The provider faxes back the survey form and the results are entered into RetroDUR. Reports can be run to view the current status and results of the survey. When appropriate, the study is closed and added to the study archive.

Types of Studies

There are two types of studies in RetroDur:

- Participant Review Study
- Problem Focused Study

Purpose:

Participant Review Study

The purpose of the survey is to identify participants with specific drug usage issues and check with prescribers and pharmacies to inquire why a specific medication was prescribed, provide recommendations for alternative options, and gain feedback if changes in treatment were made based on these recommendations.

Problem Focused Study

The Problem Focused Study is generally created to educate or query providers on a particular issue of concern to the RetroDUR board.

Selecting People for the Study

Participant Review Study

- Automatically generated on a bi-monthly schedule.
- The claim records of participants are reviewed to see if they have a high frequency of issues related to:
 1. Dose Checks
 2. Duplicate Therapy Detection
 3. Drug-Drug Interactions
 4. Drug Gender Alerts.
- The top 300 individuals who have the most instances of these types of issues in their claim history are added into a new survey in RetroDUR.
- The individuals selected for this survey are quarantined. They will not appear in another study for 9 months.

Problem Focused Study

- Generated on demand by a state analyst

- You choose the criteria for the study, select the participants and create the file,. Include participants who meet a criteria you chosen. The analyst will create a .CSV file matching a specific file layout, create a new study in RetroDUR, and import the file.

.CSV File Format	
Field	Data
Study_ID	10 digit number
Type	FOCUSED
Smart_ID	32 character code
Participant_Name	Up to 64 characters
Provider_Name	Up to 64 characters
Role	DR for doctor PH for pharmacy
Profile_Path	NA (not used)

Sample record with header:

STUDY_ID,FOCUSED,SMART_ID,PARTICIPANT_NAME,PROVIDER_NAME,ROLE,PROFILE_PATH
003,FOCUSED,003DCD1234561234567891234567890,TEST PARTICIPANT1,TEST PROVIDER1,DR,NA

Adding the list to RetroDUR

Participant Review Study

- The information for these 300 individuals is inserted automatically into the SURVEY_PAGES table in the DUR database.
- The study is automatically assigned the next available number

Problem Focused Study

- Create a new study
- Import the .csv file and indicate the study number

Designing the Survey

The survey letter that goes to providers will contain the following pages:

Page 1 – The main letter

- Contact info for provider
- Participant Name and RIN
- Basic reason for the survey and request to respond.

Page 2 – The Survey reply form

- Request to fax back this page
- Basic info on participant and provider contact info
- The Illinois DUR Board Observation
 - A specific **comment** added to the record based on a specific drug issue in the participant’s claim history
- Possible responses to the comment
 - These are responses that would be checked by the provider to give more details on what action has been/will be taken in regards to this issue.

- In the RetroDUR application these are called **Questions**. They are actually the responses to the question asked in the comment.

Page 3 – Participant drug history

The type of survey you are sending out and the kinds of comments you are going to be entering on individual records will

The survey response form is customized to gather particular information from the providers.

- You can copy the question responses from another survey
- Create your own from previously saved responses
- Add new responses.

This is done in Questions

Customizing the Survey Response Form

Add Comments for the letter to each record in the survey

Open the DUR Profile Report for the study in SSRS. Review each record in the survey, and assign a specific recommendation (comment) to the record. This comment will appear on the survey letter being faxed to the prescriber or pharmacy.

Survey Letters

Once all 300 records have been assigned a comment, survey letters are faxed out to pharmacies and prescribers using SSRS. The survey letter contains:

- The letter to the provider containing the specific comment about the drug use issue
- A survey response form to be filled in and faxed back to give feedback on their course of action with this issue.
- Six months of claims history for the participant
- Three years of medical diagnosis information for the participant

NOTE: If a participant has multiple drug issues, prescribers will receive a separate survey letter for each issue.

Survey Fax Responses

Survey replies received from providers will automatically appear in RetroDUR. Each fax survey contains a Smart ID key that uniquely defines the survey record. As faxes are received, you will open each fax, enter the smart ID associated with that record, record the responses and save the results. The survey records will be updated in RetroDUR.

Reporting

The SSRS Communications Tracking Report shows the responses received for each survey. You can view the responses and comments for each survey in the survey screen.

Closing the Study

You choose the length of time to keep a study active. Once the survey time is complete, you will archive the study. It will then appear in the Archived survey tab where you can see comment on the survey and summary statistics.

Problem Focused Study

The Problem Focused Study is generally created to educate providers on a particular issue of concern to the RetroDUR board. The Problem Focused Study is generated on demand by a state analyst and will include participants who meet the criteria you've chosen. The analyst will create a .CSV file matching a specific file layout, create a new study in RetroDUR, and import the file. As with the Participant Review study, a new study will be created. From that point you can customize the study, add comments to individual records or assign every record the same comment. Letters are produced and faxed to providers, and faxed back responses collected and tracked in RetroDUR.