

**Subject: Controlled Substance Utilization**

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**Objective:**

- I. To ensure that Tuality Health Alliance (THA) has a process to identify members with a history of high utilization for controlled substances.
- II. To ensure a process is in place to provide direction and access to care for members with Substance Abuse issues.
- III. To ensure a process is in place that provides case management services for members with substance abuse issues.
- IV. To ensure that controlled substances are used appropriately to control pain.
- V. To ensure that controlled substances are used in a therapeutic manner.

**Policy:**

- I. THA reviews pharmacy utilization reports to identify members with patterns showing high refill rates for controlled substances.
- II. THA allows narcotic prescriptions to be filled up to 7 day period of time within quantity limits. This provides THA with notification of members with potential high rates of use of controlled substances.
- III. Once THA members with high utilization are identified they are entered into case management, and the primary care physician is notified.

**Procedures:**

- I. Utilization Review
  - A. An Express Scripts (ESI) Report of controlled substance refills is provided to the Medical Management Manager and the QI Nurse Coordinator on a minimum of quarterly basis.
  - B. The Nurse Case Managers are notified for review of the information
  - C. The nurse case manager will review refill history to identify potential controlled substance abusers. Abuse may be indicated by any combination of the following:
    1. Refills at multiple pharmacies.
    2. Refills obtained from multiple providers.
    3. Frequent ER and urgent care use.
    4. Having more then 4Rx's in 1 month – reaching quantity limits

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- D. Identified members will be entered into case management and monitored on a weekly basis for refill history.
- E. The member's physician will be notified of the concern of narcotic abuse and a treatment care plan will be established as appropriate.
- F. Provider education regarding tapering, referrals to Washington County for Addiction services and new OHP Guidelines will be provided.

Formulated:	December 2001
Reviewed:	April 2013
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