

**OPIOID PROVIDER SHOPPING**  
**QUALITY IMPROVEMENT EDUCATIONAL INTERVENTION**  
**Mailed November 2017 – ongoing**

## **BACKGROUND**

In 2015, the Pharmacy Quality Alliance (PQA) endorsed a set of measures to address use of opioids from multiple providers and/or at high dose among beneficiaries without cancer. The Centers for Medicare and Medicaid Services (CMS) added the PQA high dose measure to the Medicaid Adult Core Quality Measure Set and identified the multiple provider measure as one for gathering additional information and possible inclusion in the Adult Core Set in the near future.

**Multiple Providers and Multiple Pharmacies Measure:** The percentage of individuals without cancer receiving prescriptions for opioids from four (4) or more prescribers AND four (4) or more pharmacies.

When this measure was being developed by PQA in 2014, the DUR Board approved a recommendation for MS-DUR to conduct an educational intervention addressing this measure. That intervention was conducted through monthly mailings from November 2014 through June 2015. With the increased emphasis on opioid interventions and the inclusion of part of the PQA measure in the CMS Medicaid Adult Core Set, MS-DUR initiated a new ongoing educational intervention November 2017 to address quality improvement on this measure.

## **MAILING**

Each month, beneficiaries without cancer were identified who had an opioid prescription filled in the prior month. Beneficiaries with opioid medication prescriptions from four (4) or more prescribers and four (4) or more pharmacies during the prior six months were considered to be “provider shopping”. Prescribers were prioritized based on the number of beneficiaries exceeding the standard they had prescribed opioids for during the target month. Beneficiaries associated with the highest priority prescribers were identified and letters were mailed to the prescriber and the pharmacy associated with the prescriptions filled during the target month. A copy of the letter template is attached. Prescribers receiving mailings were tracked such that a provider would not receive a letter more often than once every three months. The following number of prescribers and pharmacies received letters each month.

Month	Total Number of Opioid Claims	Number of Unique Beneficiaries			Number of Pharmacies Mailed Letters	Number of Prescribers Mailed Letters	Total Mailings
		With Opioid Claims	Identified as Prescriber Shopping	Identified as Pharmacy Shopping			
Nov-17	70569	12408	70	51	49	51	113
Dec-17	64275	11295	59	46	44	46	101
Jan-18	63214	11144	57	38	32	38	86
Feb-18	62069	10842	62	45	42	45	96
Mar-18	59982	10491	57	43	39	43	90
Apr-18	57906	10145	59	46	44	46	98
May-18	46972	8213	50	35	34	35	82
Jun-18	29823	5257	33	20	18	20	49
Jul-18	53256	9398	37	28	26	28	59
Aug-18	53341	9446	49	34	34	34	82
Sep-18	52184	9208	36	31	31	31	67
Oct-18	53521	9403	42	32	30	32	69
Nov-18	55731	9714	45	32	31	32	74
Dec-18	47386	8081	21	17	17	17	38
Jan-19	48803	8550	28	22	22	22	50
Feb-19	47929	8298	31	25	25	25	54
Mar-19	46242	7963	27	22	22	22	49
Apr-19	46481	8077	20	16	16	16	36
May-19	45098	7771	25	22	21	22	45
Jun-19	43865	7608	27	20	20	20	47
Jul-19	43419	7526	17	13	13	13	30
Aug-19	42942	7449	17	13	13	13	29
Sep-19	39880	6930	18	14	14	14	32
Oct-19	41249	7251	18	14	14	14	32
Nov-19	35947	6094	15	12	12	12	25
Dec-19	34902	5970	14	9	9	9	23
Jan-20	32040	5524	15	12	12	12	27
Feb-20	30311	5227	8	6	6	6	14
Mar-20	29486	5099	7	4	4	4	11
Apr-20	29411	5107	4	3	3	3	7
May-20	26868	4652	3	4	4	4	7
Jun-20	27253	4763	9	5	5	5	14
Jul-20	27313	4746	6	5	5	6	11
Aug-20	27250	4746	9	4	4	9	13
Sep-20	27845	4819	10	8	8	10	18
Oct-20	25966	4463	8	6	6	8	14
Nov-20	26779	4574	6	4	4	6	10
Dec-20	27190	4634	5	4	4	5	9



MISSISSIPPI MEDICAID OPIOID OVERUTILIZATION ASSESSMENT PROGRAM

[DATE]

[PRESCRIBER'S NAME]

The Mississippi Division of Medicaid (DOM) Office of Pharmacy is committed to improving the quality of care provided to Mississippi Medicaid beneficiaries. DOM's Drug Utilization Review (DUR) Board has recommended several quality improvement initiatives addressing the use of opioids for the treatment of pain. The Centers for Medicare and Medicaid Services have included the use of opioids from multiple providers as one of the quality measures for adults in Medicaid programs. This measure identifies **beneficiaries without cancer who received prescriptions for opioid medications from four (4) or more prescribers and four (4) or more pharmacies.**

**WHY YOU ARE RECEIVING THIS LETTER**

Our analysis of data from Medicaid and the Mississippi Prescription Monitoring Program for period [REPORT\_START\_DATE] to [REPORT\_END\_DATE] identified that the following beneficiary(ies) listed in the included table filled an opioid prescription written by you and met the above criteria of potential provider shopping.

**WHAT WE ASK OF YOU?**

Multimodal and multidisciplinary therapies can help reduce pain and improve function more effectively than single modalities. Several non-opioid pharmacologic therapies (including acetaminophen, NSAIDs, and selected antidepressants and anticonvulsants) are recommended first-line for chronic pain, and we encourage you to consider these options first. When you do think an opioid is appropriate, please use the Mississippi Prescription Monitoring Program to be sure the patient is not provider shopping and/or receiving too high a dose or too many opioids.

Sincerely,

A handwritten signature in black ink that reads "Eric Pittman, PharmD".

Eric Pittman, PharmD  
Clinical Director  
MS-DUR

A handwritten signature in black ink that reads "Terri R. Kirby".

Terri R. Kirby, RPh, CPM  
Director, Office of Pharmacy  
Division of Medicaid

OPIOID UTILIZATION FOR: <b>[BENEFICIARY NAME]</b>			
Name of Prescriber	Last drug prescribed	Date of last prescription	Name of Pharmacy
[PRESCRIBER_1]	[DRUG_1]	[DATE_1]	[PHARMACY_1]
[PRESCRIBER_2]	[DRUG_2]	[DATE_2]	[PHARMACY_2]
[PRESCRIBER_3]	[DRUG_3]	[DATE_3]	[PHARMACY_3]
[PRESCRIBER_4]	[DRUG_4]	[DATE_4]	[PHARMACY_4]