

4. Describe the status of the CDRP for this client, indicating whether or not it is fully operational. If implemented, indicate the dates when design began, implementation initiated, and final implementation dates.

5. Describe the specific activities that your firm completed (not that of the client) in the design, implementation, operation and maintenance of the CDRP. Include the specific activities completed by your firm for each of the following aspects of this client's CDRP:

a. Initial design of the PA review and approval process.

b. Identification of specific drugs subject to PA.

c. Selection of criteria for review and approval of drugs subject to PA.

d. Describe the specific prior authorization process used for the CDRP.

e. Operation of a call center or other process for review of prior authorization. Include all current operation and workload statistics, such as:

- 1) Number of prior authorization requests handled per month.**
- 2) Most recent monthly average time for phone response (average waiting time for caller to access the call line).**
- 3) Most recent monthly average time for resolution of prior authorization requests.**
- 4) Denial rate for prior authorization requests.**

f. Fair hearing process for denials.

g. Building and implementing a reporting system.

