

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES: QUALITY IMPROVEMENT PROJECT

Pharmacy TARs overall for the period of October 1, 2014 thru January 31, 2015, here are the responses to the questions below:

Pharmacy TARs						
	October 2014	November 2014	December 2014	January 2015	Total TARs	Overall Percent
1. How many TARs have been submitted?	80,936	61,705	56,898	55,631	255,170	100%
2. What is the average turnaround time to respond back to the provider?	1.1 Business Day	0.9 Business Day	0.7 Business Day	0.6 Business Day	0.8 Business Day	
3. How many TARs were approved on first submission?	53,864 (66%)	40,435 (65%)	36,122 (64%)	34,884 (62%)	165,305	65%
4. How many TARs were denied on first submission?	11,139 (14%)	9,754 (16%)	9,318 (16%)	9,219 (17%)	39,430	15%
5. How many TARs were deferred?	15,933 (20%)	11,516 (19%)	11,458 (20%)	11,528 (21%)	50,435	20%
5a. Number deferred then approved	4,225	2,937	3,170	2,870	13,202	26%
5b. Number deferred then denied*	10,396	8,140	3,821	486	22,843	45%
5c. Number still in deferral status	1,312	439	4,467	8,172	14,390	29%
*20,476 of the 22,843 TARs were denied due to the provider not submitting information requested on initial TAR deferral.						