Member satisfaction survey

There will be a unique opportunity for HMSA members to express their experience with services they receive from pharmacies in the HMSA network. During the first week of September, approximately 20,000 HMSA members will receive a survey asking their opinion about the quality of pharmacy services received from a selected pharmacy within the last three months. The survey has been developed by a Honolulu-based independent research company and all member responses will return directly to the company for analysis and scoring. The survey’s methodology ensures that each pharmacy will have an adequate number of member responses so that the satisfaction scores are statistically significant.

The purpose of this survey is to quantify members’ perception of quality of pharmacy services. This year’s survey will be used as a baseline to track any changes in satisfaction scores of pharmacies over time. Future plans include sharing the results with the individual pharmacies and providing feedback and actionable recommendations so that HMSA members continue to receive high quality services from the pharmacy providers.

Simvastatin New-Start Program

Approximately 40 percent of HMSA members identified as at high-risk for cardiovascular disease are currently not on a statin. HMSA’s simvastatin New-Start Program will allow these members up to six free 30-day fills of simvastatin.

The program will launch in the fall and run through December 31, 2009. No precertification is required. Simvastatin claims will process at point-of-sale with zero copayment for each of the six 30-day fills. Letters will be sent to identified high-risk members and their primary care providers regarding the program.

The program applies to simvastatin tablets only. DACON criteria applies and multiple strengths of simvastatin are not allowed. This program only applies to members of HMSA private business plans.

Look for more details on this program in your next Pharmacy Newsletter.
Quantity limit on insomnia drugs
Quantity limits have been placed on the following drugs used for insomnia based on the manufacturer’s maximum recommended dose. See the table below:

<table>
<thead>
<tr>
<th>Drug</th>
<th>Maximum recommended daily dose</th>
<th>Dosage form</th>
<th>Quantity limit per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambien (zolpidem)</td>
<td>10 mg</td>
<td>5 mg</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10 mg</td>
<td>1</td>
</tr>
<tr>
<td>Ambien CR (zolpidem CR)</td>
<td>12.5 mg</td>
<td>6.25 mg</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12.5 mg</td>
<td>1</td>
</tr>
<tr>
<td>Sonata (zaleplon)</td>
<td>20 mg</td>
<td>5 mg</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10 mg</td>
<td>2</td>
</tr>
<tr>
<td>Lunesta (eszopiclone)</td>
<td>3 mg</td>
<td>1 mg</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 mg</td>
<td>1.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 mg</td>
<td>1</td>
</tr>
</tbody>
</table>
**REMINDERS!**

**Elimination of PAC codes**
Participating pharmacies were notified of a change that will take place in the ARGUS claims processing system. Effective September 1, 2008, codes 9420099 (Multiple Supplies) and 9999999 (Twins) will be discontinued.

**CFC propelled albuterol inhalers phased out**
The FDA announced that CFC propelled albuterol inhalers will not be produced, marketed or sold after December 31, 2008, to comply with the Clean Air Act and Montreal International Environmental Treaty.

**Fosamax D update**
In May, members who were prescribed Fosamax and Fosamax D were notified that both brands were being moved to Other Brand because of the availability of a generic. However, the generic for Fosamax D is not yet on the market. To take advantage of the savings available through the use of a generic, members prescribed Fosamax D may discuss with their physician the option of taking a generic Fosamax with a calcium/vitamin D supplement, while awaiting the availability of the Fosamax D generic.

**FDA guidelines for drug disposal**
The FDA has advised consumers to flush unused medications down the toilet only if the container label or patient information accompanying the medication states to do so.

If no disposal instructions are given, consumers should discard medications in their household garbage bin after taking certain precautions.

To download a printable flyer for your customers, visit [http://www.fda.gov/consumer/updates/drug_disposal062308.html](http://www.fda.gov/consumer/updates/drug_disposal062308.html).

**Discontinued drugs**
- Cortisporin ophthalmic and otic neomycin/polymyxin B/HC ophthalmic and otic
- Cytoxan cyclophosphamide
- Desyrel trazodone
- Dymelor acetohexamide
- Dynabac dirithromycin
- Dynapen dicloxacillin
- Elavil amitriptyline
- Geocillin carbenicillin indanyl sodium
- Humatin paromomycin
- Intal cromolyn soln
- Kemadrin procyclidine
- Miltown meprobamate
- Proventil, Ventolin albuterol CFC inhaler
- Renal tab vitamins
- Tilade nedocromil
cloxacillin
trimethobenzamide suppressant

**Drugs with recent changes to FDA black box warnings:**
- Atripla
- Duragesic
- Emsam
- Fentora
- EstroGel 0.06%
- Lotronex

**Formulary update**
The HMSA Formulary Update is enclosed with this newsletter. The formulary is available through the Hawaii Healthcare Information Network (HHIN) at [http://hhin.hmsa.com](http://hhin.hmsa.com) by clicking on the link to the Provider Resource Center. Formulary changes referred to in this newsletter will not be reflected in the online formulary until the effective date of the changes.
Contact Information

For questions or comments regarding HMSA Drug Formulary revisions contact:
  Kris Tsutomi, R.Ph., HMSA Pharmacy Management,
  P. O. Box 860, Honolulu, HI 96808-0860

For routine claims and eligibility questions, we encourage you to use HINN or HMSA Membership Connection (touch-tone eligibility verification) at:
  948-6244 (Oahu) or 1 (800) 552-8507 (Neighbor Islands).

Other questions should be directed to:
HMSA Provider Teleservice at:
  948-6330 (Oahu) or 1 (800) 790-4672 (Neighbor Islands)
QUEST Provider Services at:
  948-6486 (Oahu) or 1 (800) 440-0640 (Neighbor Islands)

HMSA member questions or concerns:
  Oahu - 948-6111  Hilo - 935-5441  Kona - 329-5291
  Kauai - 245-3393  Maui, Lanai, Molokai - 871-6295

QUEST member questions or concerns:
  Oahu - 948-6486  Neighbor Islands - 1 (800) 440-0640