

THIRD PARTY COMMUNICATION REGARDING

COVID-19 CORONAVIRUS

BCBS of Vermont	Implemented the capability for pharmacists to override refill limits for members in need. They already allow for a 90-day supply of maintenance medications (besides controlled substances and specialty drugs) but, if you feel the member needs a longer supply as they go into quarantine, you can enter the Submission Clarification Code 13 to generate the override. This means that BCBSVT members can feasibly receive up to a 180-day supply of their medication which would last them into September at this point. This SCC 13 code can be entered once per year for each drug a patient is taking.
EnvisionRx (800)-361-4542	If a patient from an impacted area attempts to fill a prescription and the claim rejects with a Reject 79 "Refill Too Soon", the pharmacy should enter Submission Clarification Code "13" in the NCPDP vD.0 field 420-DK "Submission Clarification Code" (SCC) . This SCC should be used to process claims only for impacted members. The duration of the acceptance of the SCC of 13 will be based on the individual states' declarations. <ul style="list-style-type: none">— Additional details on the SCC of 13:<ul style="list-style-type: none">• SCC code 13 is available for use in states where a public health emergency has been declared.• Description of SCC code 13: Natural Disaster/ Emergency: Emergency supply of medication lost, missing or cannot be located due to disaster OR payer-recognized public health emergency.• Pharmacy instructions: document reasoning for dispensing on the prescription hard copy or pharmacy system with traceable time stamps.
Humana (888) 204-8349	Implemented their disaster declaration response allowing pharmacists to enter a prior authorization code (PAC) that will override/allow the member to fill their refill early. When the alert is received by the pharmacy, information states that the member has been identified in a disaster area and they can enter the PAC code provided to allow the claim to pay. This is for all 50 states and US territories. This process allows pharmacies to bypass RTS edits via pharmacist override code for those enrollees whose primary residence is located in the geographic area identified in the declarations, regardless of the location at which they are attempting to obtain a refill. <ul style="list-style-type: none">— If member is located in the geographic area identified in the declarations (for COVID-19 EVERYONE is identified) EVERY claim will return with the message "USE Prior Authorization Code 911911 for EXTENDED DSTR RELIEF". Note - the 911911 code will ONLY override the RTS error.

Independent Health	<ul style="list-style-type: none"> — Independent Health members seeking early refills, who are considered high-risk as defined by the CDC guidelines, will be able to obtain an early refill of their medication(s). — Early refills will be for the day-supply currently allowed, typically a 30-day supply. For maintenance medications, an early refill for a 90-day supply will be allowed. This early refill policy is in place for all Independent Health members, including those with a Medicare Advantage plan, commercial plan and MediSource/Child Health Plus. <p>This early refill policy currently applies to pharmacies located in New York State only. Pharmacies located outside of New York State who have a rejected claim for a high-risk member can contact our Pharmacy Help Desk at (716) 631-2927 or 1-800-993-9898, Monday through Sunday from 7 a.m. to 11 p.m.</p>
OptumRx	<p>If a member indicates they are impacted by the current situation due to COVID-19, as an OptumRx Network Pharmacy Provider, your pharmacy should take the following action(s).</p> <ul style="list-style-type: none"> □ Adjudicate prescriptions online to OptumRx following the normal claim submission process. □ For claims that reject with messaging: Refill Too Soon – contact the OptumRx Pharmacy Help Desk for an override. □ Call the number on the back of the member's ID card. □ Additional overrides may be provided on a case-by-case basis to ensure medications are available to members that may continue to be impacted by the emergency.
ADAP	<p>Has revised their policy on expanded access to prescription medications. Effective 3/13/20, the UCP has increased the limit to a 90-day supply of prescription medications and will continue to allow for early refills. Contact the Uninsured Care Programs Pharmacy Intervention hotline at 1-800-732-9503, option #1, if you are having difficulties filling a prescription. The hotline is open Monday - Friday 8:00am -5:00pm.</p> <p>If you have questions related to the NYS Uninsured Care Program/ADAP services, please contact the Uninsured Care Programs hotline at 1-800-542-2437 or 1-844-682-4058.</p>
Prime Therapeutics (800)-821-4795	<p>To assist Covered Persons in obtaining Prescription Drug Services, Prime Therapeutics (Prime) has implemented its Dynamic Prior Authorization protocol for claims that are rejecting for '79 Refill too Soon'. Please use the following Prior Authorization number to override this rejection: Prior Authorization Number: 77777777777 (eleven sevens).</p>

MedImpact (800)-788-2949	<p>MedImpact will follow the guidelines recommended by the NCPDP. Detailed information is defined below:</p> <p>Patient Segment Enter demographic information (optional) <u>from where the patient has been displaced</u>. This may/may not be where the patient is residing during the emergency.</p> <p>Claim Segment Submission Clarification Code (420-DK) = 13</p>
NY Medicaid	NY Medicaid has issued guidance which they have emailed to all pharmacists on Medicaid's email list. The guidance is in a separate attachment