

POLICY AND PROCEDURE

DEPARTMENT: Pharmacy Operations	DOCUMENT NAME: 72 Hour Emergency Supply Of Medication
PAGE: 1 of 3	REPLACES DOCUMENT:
APPROVED DATE: 12/14	RETIRED:
EFFECTIVE DATE: 01/13	REVIEWED/REVISED: 12/14, 07/16, 07/17, 07/18
PRODUCT TYPE: All	REFERENCE NUMBER: NH.PHAR.01

SCOPE:

Centene Corporate Pharmacy Department, NH Healthy Families Pharmacy Department, Envolve Pharmacy Solutions, and NurseWise.

PURPOSE:

Provide a process to avoid interruption of current therapy or delays in the initiation of therapy for medications that are not listed on the Preferred Drug List (PDL) or those requiring prior authorization.

POLICY:

Granite State Health Plan, in accordance with Section 1927 (d)(5)(A and B) of the Social Security Act (SSA), shall respond by telephone or other telecommunication device within twenty-four (24) hours of a request for prior authorization and reimburse for the dispensing of at least a seventy-two (72) hour supply of a covered outpatient prescription drug in an emergency situation while awaiting a prior authorization (PA) or medical necessity (MN) determination for drug coverage (13.1.9).

PROCEDURE:

The dispensing pharmacist will be allowed to dispense a 72-hour (or more depending on holiday timing or state requirements) supply of medication when a patient presents a prescription to the pharmacy that requires prior authorization (PA)/medical necessity (MN) review or in situations such as:

1. The prescriber is unavailable to choose a PDL alternative.
2. The PA request is incomplete and cannot be processed by Envolve Pharmacy Solutions, the designated Pharmacy Benefit Manager.
3. Prescription is presented outside of normal business hours at Envolve Pharmacy Solutions, and NurseWise is authorized to enter an allowance for a 72-hour (or more depending on holiday timing or state requirements) supply.

The following are exclusions to the policy:

1. The medication has a DESI classification or other than "Safe and Effective".
2. The medication belongs to a non-covered therapeutic category (e.g. appetite suppressants, infertility treatments) as outlined by New Hampshire Department of Health and Human Services (DHHS) and NH Healthy Families.
3. Use of the prescribed medication is contraindicated because of the patient's medical condition or possible adverse drug interaction.

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4. Use of the medication for a limited period followed by an abrupt discontinuance of the medication would be medically contraindicated.

PROCESS:

1. The dispensing pharmacist will contact the Envolve Pharmacy Solutions Customer Service Department and request an emergency supply of medication providing the reason for the request. The pharmacy will provide the appropriate patient information: patient's name, social security or identification number, medication, strength, quantity, days' supply, prescriber name, and prescriber phone number.
2. A call center associate will track and document the request in the Pharmacy Benefit Management (PBM) system on the member record.
3. An override will be entered into the PBM system by the call center associate to allow 72-hour (or more depending on holiday timing or state requirements) supply of medication, specifying the appropriate quantity.
4. The Call Center Associate will request the dispensing pharmacy to notify the practitioner of the non-PDL status and request that a PDL medication be prescribed or submit a PA or MN request to Envolve Pharmacy Solutions for consideration of a continued supply of the medication.
5. When a call comes in outside of Envolve Pharmacy Solutions' normal business hours, NurseWise will enter an override authorizing a 72-hour (or more depending on holiday timing or state requirements) supply, unless there are concerns regarding inappropriate use of medications or quality of care.

REFERENCES:

New Hampshire Medicaid Care Management Contract (13.1.9)

ATTACHMENTS:

N/A

DEFINITIONS:

Practitioner – A medical professional who provides health care services and is licensed to prescribe drug therapy.

DESI (Drug Efficacy Study Implementation) – a government classification for drugs grandfathered after enactment of the 1962 Federal Food, Drug and Cosmetic Act.

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REVISION LOG

REVISION	DATE
Annual Review, No changes	12/14
Annual Review, No changes	07/16
Changed "US Script" to Envolve pharmacy solutions and Granite State health plan to NH Healthy Families	07/17
Annual Review, No Changes	07/18

POLICY AND PROCEDURE APPROVAL

Director of Pharmacy:

Approval on file

Medical Director:

Approval on file

The electronic approval retained in Compliance 360, Centene's Policy and Procedure management software, is considered equivalent to a physical signature.