

**POLICY AND PROCEDURE**

<b>DEPARTMENT:</b> Pharmacy Operations	<b>DOCUMENT NAME:</b> Lost, Stolen, Spilled or Broken Medication
<b>PAGE:</b> 1 of 4	<b>REPLACES DOCUMENT:</b>
<b>APPROVED DATE:</b> 04/07	<b>RETIRED:</b>
<b>EFFECTIVE DATE:</b> 04/07	<b>REVIEWED/REVISED:</b> 02/08, 02/09, 02/10, 02/11, 02/12, 02/13, 02/14, 05/14, 08/14, 08/16, 03/17
<b>PRODUCT TYPE:</b> Medicaid	<b>REFERENCE NUMBER:</b> NH.PHAR.05

**SCOPE:**

Centene Corporate Pharmacy Department, Health Plan Pharmacy Departments, and Envolve Pharmacy Solutions.

**PURPOSE:**

The purpose is to define the policy and procedure related to lost, stolen, spilled, or broken medications reported by members and covered as a prescription benefit by Centene Corporation Health Plans.

**POLICY:**

It is the policy of Centene Health Plans to assure that members who have lost, stolen, spilled or broken medication are able to receive an early refill. Lost medication may include loss due to fire or bona fide natural disaster. This function is delegated to US Script, Inc., the designated Pharmacy Benefit Manager (PBM).

**PROCEDURE:**

- A. Receiving a call for an early refill request (documentation).
  - 1. The Envolve Pharmacy Solutions Customer Service Representative (CSR) assesses the request using the following checklist:
    - a. Is the medication controlled or non-controlled? The response is documented.
    - b. Was the medication to be refilled lost, stolen, spilled or broken? The response is documented.
    - c. If more than one request in a year, the member is referred to the Health Plan.
    - d. Does the system indicate duplication of medication or a previous call with the same claim?
      - 1. If a repeat call, the CSR checks with the Envolve Pharmacy Solutions Account Manager for advice on next actions.
      - 2. If the Account Manager is unavailable the CSR contacts the department lead.
      - 3. If the department lead is unavailable a 3-day emergency override is entered.
  - 2. All calls are documented in the member's file for future reference.



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B. Lost, spilled, broken or damaged non-controlled drug or controlled drug. *NOTE: For specialty medications see section D below*

**1. Non-controlled drug--** the dispensing pharmacist filling the prescription can call the Envolve Pharmacy Solutions Customer Service line at 1-800-460-8988 for assistance in processing. The member is authorized to receive the balance of the missing fill (e.g. if it has been 15 days since the last refill and the prescription was for a 30 day supply, Envolve Pharmacy Solutions would authorize a 15 day fill and the member would be eligible for their regular refill subject to standard refill-too-soon logic), limited to two occurrences per year.

**2. Controlled drug--**

a. Adults- member must obtain a new prescription from a physician for replacement. Upon receipt of the new prescription, the pharmacy calls into Envolve Pharmacy Solutions for an override at 1-800-460-8988. For C-III through C-V, the member is authorized to receive the balance of the missing fill (e.g. if it has been 15 days since the last refill and the prescription was for a 30 day supply, Envolve Pharmacy Solutions would authorize a 15 day fill and the member would be eligible for their regular refill subject to standard refill-too-soon logic), limited to two occurrences per year. For C-II medications, the entire prescription will be authorized due to regulations regarding partial fills under Federal DEA dispensing laws.

b. Children under the age of 18- If the member is under age 18, the pharmacy should call Envolve Pharmacy Solutions. A pharmacist will review the prescription and determine the appropriateness of an override. In the event that a requesting pharmacist is filling an “emergency supply” of narcotics and the fill complies with all applicable federal and state laws, the Envolve Pharmacy Solutions pharmacist can provide a one-time per year per medication override. Subsequent overrides should only be provided upon review by the plan pharmacist.

C. Stolen non-controlled drug or controlled drug.

1. Member must make a police report and obtain a copy.
2. Member must bring the police report to the pharmacy.
3. If the request is from a non-controlled drug, the member is given the balance of the prescription fill (e.g. if it has been 15 days since the last refill and the prescription was for a 30 day supply, Envolve Pharmacy Solutions

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would authorize a 15 day fill and the member would be eligible for their regular refill subject to standard refill-too-soon logic), limited to two occurrences per year.

4. **Controlled drug—**

a. Adults- After submitting the police report, the member must follow the same steps as outlined in 2.a. above.

b. Children- After submitting the police report, the member must follow the same steps as outlined in 2.b. above.

D. The dispensing pharmacist follows up with a phone call to the Envolve Pharmacy Solutions Customer Service Line at 1-800-460-8988 for assistance to adjudicate the claim.

ADDITIONAL NOTES:

1. Lost medications and police reports go to the Envolve Pharmacy Solutions Account Managers or Customer Service Representatives. If the dispensing pharmacist has a copy or has seen the police report, they can call the customer service department to speak with a lead or supervisor for an override.
2. The Customer Service Representative or Account Manager documents a call in to the Help Desk with the name of the pharmacy and pharmacist who has a copy of the police report if they do not fax the report.

<b>REFERENCES:</b> N/A
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<b>ATTACHMENTS:</b> N/A
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<b>DEFINITIONS:</b> N/A
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### REVISION LOG

REVISION	DATE
Remove "Members" from "SCOPE" as members are external parties and are not to be included per template definition of "SCOPE".	05/07
Update US Script Customer Service Dept. under part "E" of the "PROCEDURE".	02/08

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Revised the SCOPE to include Corporate Centene Pharmacy Department and US Script, Inc.	02/09
Enhanced the PROCEDURE to clarify responsible parties, work flow, include contact information, and documentation requirements.	02/09
Revisions completed at this time were made to address clerical errors.	02/10
No changes were deemed necessary.	02/11
Clerical changes eliminating duplicative language.	02/12
No changes were deemed necessary.	02/13
Revisions to policy made to clarify fire and natural disaster and accommodate children in controlled substance policy.	02/14
Clarified Procedure item B to more clearly define the intent of the revision made in February of 2014.	05/14
No changes necessary at this time.	08/14
Removed requirement to submit police report	07/15
Changed one limit per year to two	07/15
Annual Review, No Changes	08/16
Changed US Script to Envolve Pharmacy Solutions	03/17

## POLICY AND PROCEDURE APPROVAL

Pharmacy & Therapeutics Committee:                      Approval on file

V.P., Pharmacy Operations:                                      Approval on file

Sr. V.P., Chief Medical Officer:

Approval on file

*NOTE: The electronic approval is retained in Compliance 360.*