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Inland Empire Health Plan

# PHARMACY TIMES

BY IEHP PHARMACEUTICAL SERVICES DEPARTMENT

August 5, 2020

## Reminder: Medi-Cal 72-hour Emergency Dispensing Override

Dear IEHP Pharmacy Provider,

As a reminder, IEHP has a process to further support our pharmacy partners as well as our members in emergent situations. IEHP allows our Pharmacy Benefit Manager (PBM) technical helpdesk to process a 72-hour claim payment override after hours (before 8:00am and after 5:00pm, on weekdays, and all weekends and holidays).

Examples for emergent situations include discharge medications and early refill of chronic medications due to loss of medications. IEHP continues to expect pharmacists to use their judgement and discretion when requesting or providing a 72-hr emergency supply. Please note this applies to our Medi-Cal members only.

Please follow the steps below when utilizing the Emergency Dispensing Override after hours:

1. Pharmacy contacts SS&C 24-hour Pharmacy Helpdesk at 1-800-522-7487.
2. Pharmacy notifies SS&C Helpdesk that a “72-hour emergency override” is needed.
3. SS&C Helpdesk processes an override to allow for point-of-sale adjudication and dispensing of prescription(s).
4. Pharmacist needs to document the reason for the override on the prescription hard copy.
5. Pharmacy notifies the Prescriber to request an RxPA for IEHP to review for future fills.

IEHP will be monitoring the use of the 72- hour emergency override through retrospective reviews. **Any inappropriate override will be subject to audits and potential recoupment.** Note: Documentation regarding the reason for the override is a required element on the hard copy during audits.

If you have any additional questions, please feel free to contact us at (909) 890-2049 between 8:00 AM -5:00 PM Monday through Friday. Thank you for your attention to this matter.

Sincerely,  
IEHP Pharmaceutical Services

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