



Provider Alert

ALERT #133

Date: August 16, 2013

MASSHEALTH PHARMACY PRESCRIPTION OVERRIDE PROCESS FOR MBHP MEMBERS

The following information should be noted immediately by your chief executive officer, chief medical officer, chief operating officer, program director, quality management director, compliance officer, billing director, and staff.

Please communicate to all 24-hour levels of care that use community pharmacies, instead of in-house pharmacies, and have admitted Massachusetts Behavioral Health Partnership (MBHP) Members.

Specifically, this *Alert* applies to the following levels of care:

- Acute Treatment Services (ATS)
- Clinical Stabilization Services (CSS)
- Community-Based Acute Treatment (CBAT)
- Community Crisis Stabilization (CCS)
- Enhanced Acute Treatment Services (E-ATS), and
- Intensive Community-Based Acute Treatment (ICBAT)

The purpose of this *Alert* is to provide guidance to 24-hour levels of care with MBHP Members who are denied a prescription fill or refill at a community pharmacy due to one of the following reasons:

- New prescription/medication which requires Prior Authorization (PA); or
- The Member's existing prescription was filled recently, prior to the admission, and it is too soon for the next refill.

Action in these circumstances

MassHealth regulation 130 CMR 406.411(B) states:

“When the pharmacist determines that an emergency exists, the MassHealth agency will pay at the pharmacy for at least a 72-hour, nonrefillable supply of the drug in compliance with state and federal regulations.”

If it is a new medication requiring PA, the facility that has admitted the Member, or the pharmacy, should call the University of Massachusetts Medical School Drug Utilization Review Program (UMass DUR) at 1-800-745-7318 (press 0 to speak with pharmacist).

- DUR hours: Monday to Friday, 7:30 a.m. – 6 p.m.; Saturday 8 a.m. – 12 p.m.
- *Note:* A pharmacist may issue an emergency 72-hour supply at any time using a level of service 03 override. However, if DUR is open, a call should be placed to them first. If 72 hours does not cover the admission, then the pharmacist also needs to contact the prescriber and DUR during regular business hours to get the PA

(continued)

If it is a current prescription that needs to be refilled, the pharmacy should call DUR at the number above and:

- Give the date of admission and explain any special circumstances (i.e., the prescription has recently been filled prior to admission at a community pharmacy, etc.). The pharmacist should get approval from DUR to dispense enough medication for the Member's estimated length of stay.
- *Note:* If the refill is needed outside of the DUR business hours above, the pharmacist will need to do an override for an emergency supply (see note above). If 72 hours does not cover the admission, then the pharmacist also needs to discuss the early refill with DUR during regular business hours.

Thank you for your attention to this important matter.

If you have questions regarding this *Alert*, please contact our Community Relations Department at **1-800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then 3 then 1 to skip prompts)**, Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.