

# Tailored Plan Pharmacy Business Continuity Policy

## Partners Health Management

Original Effective Date: (Policy, Procedure, Program Description or Plan) <b>Board or QIC/MT</b>		9/15/2022	Lines of Business:	LME/MCO	Category:	Pharmacy Services	
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Policy Revision <b>Board</b> Approval Date:		Policy Annual <b>Board</b> Approval Date:		Procedure/Program Description/Plan Revision <b>QIC/MT</b> Approval Date:		Procedure/Program Description/Plan Annual <b>QIC/MT</b> Approval Date:	

### POLICY

The purpose of this policy is to assure the availability of a supply of medications to members in the event of a disruption in business continuity due to a disaster or emergency event.

In the event of a state of emergency or disaster, including those declared by the NC Governor, FEMA or the U.S. President, the following protocol will be enacted at the direction of the NC Secretary of Health and Human Services to prevent a significant disruption to the access of life saving prescription medications for Partners Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan (Tailored Plan) members:

- Waive utilization management requirements (that is, Prior Authorizations (PA) where applicable) and lift “refill-too-soon” edits
- Allow a member impacted by a disaster or emergency event to obtain the maximum allowable extended day supply, if requested and available at the time of refill
- Other appropriate action as required by law and approved by the CEO or designee.

### PROCEDURE

1. The Pharmacy Benefit Manager (PBM) will administer the day-to-day prescription drug program with oversight by the Partners’ Pharmacy Management team.
2. In the event of a business disruption (local/state/national disaster or state of emergency which precludes normal business operations), Partners will be in communication with the PBM, and the Pharmacy Business Continuity Plan will be launched. Messaging will go out to pharmacies in network by the PBM and/or Partners regarding the business disruption and the business continuity plan.
3. Messaging will also occur within Partners to care managers and clinical staff regarding the launch of the Pharmacy Business Continuity Plan.
4. Messaging to this effect, along with the stepwise point of sale policy and procedure information and key contact information, will be placed on the Partners Pharmacy information webpage for pharmacy provider and member information, and will be highlighted in the event of a business disruption event.

5. The North Carolina Board of Pharmacy also posts similar messaging regarding a declared state of emergency and any specific guidance on their website and via email to pharmacies and pharmacists across the state during these situations.
6. For new prescriptions, medications requiring a PA will be switched to no prior authorization required status during the declared emergency or disaster period upon approval by the state.
7. For existing prescriptions with refills, the pharmacy may continue to refill as usual.
8. For existing prescriptions which have expired refills, up to a 30-day supply (with the exception of C-II controlled substances) may be dispensed dependent upon the pharmacist's clinical judgement and any NC Board of Pharmacy announcements which may be in place during the disruption, which may allow additional guidance around such practices. When such dispensing occurs, the pharmacist must notify the prescribing provider's office within 72 hours that the dispensing occurred, pursuant to North Carolina Board of Pharmacy rule .1809.
9. The pharmacy prescription adjudication and processing system will bypass the prior approval requirement if an emergency supply is indicated. Use a "3" in the Level of Service field (418-DI) to indicate that the transaction is an emergency fill. (Note: Copayments will apply.)
10. Once the Emergency Preparedness Protocol is enacted, NC Medicaid enrolled pharmacy providers will submit these pharmacy claims with "09" (Emergency Preparedness) in the PA Type Code field and a valid value for an emergency override in the Reason for Service, Professional Service and Result of Service fields to override a denial for an early refill. Values cannot be placed in the Submission Clarification Code field. This early refill override for emergency preparedness is allowed for all medications. Copay requirements are also applicable to these pharmacy claims. The use of this override is allowed while the state of emergency order remains in place.
11. The PBM and affiliated network pharmacies will be notified when the state of emergency order is lifted and a return to standard operating procedures ensues.

Regulatory References include but are not limited to:

- Rules/Regulations: [SSA Section 1927, 42 U.S.C. 1396r-8\(d\)\(5\)\(B\)](#); [42 C.F.R. § 438.3\(s\)\(6\)](#)
- NCQA:
- NC DMH/I-DD/SA Contract:
- DMA Contract:
- MCO P, P &Ps: Pharmacy
- NCDHHS:

REVISION CHRONOLOGY SECTION

<i>Revision Approval Date</i>	<i>Reason for Revision</i>
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