



Office of Pharmacy

72-Hour Emergency Supply

MEDICAID FEE FOR SERVICE (FSS)

CONTACTS

For PA assistance call the Change Healthcare Pharmacy PA unit at 1-877-537-0722.

PA requests may be faxed to:
1-877-537-0720

For billing assistance call our fiscal agent, Conduent at 1-800-844-3222

Beneficiaries may be referred to
1-800-421-2408 or
601-359-6050 for assistance.

Federal law requires that a 72-hour emergency supply of a prescribed drug be provided when a medication is needed without delay and prior authorization (PA) is not available. The rule applies to non-preferred drugs listed in the Preferred Drug List and any drug that is affected by clinical or PA edits and would need prescriber prior approval. 72-hour emergency prescriptions count against monthly service limits.

The 72-hour emergency supply should be dispensed any time a PA is not available and the prescribed drug must be filled. If the prescriber cannot be reached or is unable to request the PA, the pharmacy should submit an emergency 72-hour prescription. Pharmacist should use his/her professional judgment regarding whether or not there is an immediate need every time the 72-hour option is used. The 72-hour emergency procedure should not be used for routine and continuous overrides.

A pharmacy can dispense a product that is packaged in a dosage form that is fixed and unbreakable, e.g. an albuterol inhaler, as a 72-hour emergency supply.

Billing Procedures

A value of "3" in the level of service (Field 418-DI)

A Value of "3" in the Day Supply Field (Field 405-D5)

The quantity submitted in the Quantity Dispensed field (Field 442-E7) should not exceed the quantity necessary for a three-day supply according to the directions for administration given by the prescriber.

For unbreakable packaging, included but not limited to, inhalers, antibiotic suspensions, or otic drops, a pharmacy should follow the same directions for the 72-hour emergency supply including entering the full quantity dispensed and either entering the correct days' supply or a "3" day supply.

Pharmacy emergency supply procedures, for Medicaid FFS (fee for service), MSCAN, and CHIP effective January 1, 2015

Payer	Contact	Instructions
<p>MS Medicaid: Pharmacy fee for service claims only. 72 hour supply is to be used any time a PA is not available and when Rx must be filled.</p> <p>Pharmacist should use professional judgment regarding whether or not there is an immediate need every time 72 hour option is used.</p>	<p>Change Healthcare PA unit 1-877-537-0722; Fax 1-877-537-0720</p>	<p>PHARMACIES SHOULD SUBMIT:</p> <p>(1) Input a value of ‘3’ in the level of service (Field 418-DI);</p> <p>(2) Input a value of ‘3’ in the day supply field (Field 405-D5);</p> <p>(3) Quantity submitted in the Quantity dispensed field (Field 442-E7) should not exceed the quantity necessary for a three- day supply according to the direction for administration given by prescriber.</p> <p>(4) For unbreakable packaging, including but not limited to, inhalers, antibiotic suspensions or otic drops, a pharmacy should follow the same directions for the 72 hour emergency supply including entering the full quantity dispensed and either entering the correct days’ supply or a ‘3’ day supply.</p> <p>(5) If applicable, pharmacist is to contact prescriber for the reminder of the prescription.</p>
<p>MSCAN: Magnolia Health Plan and CHIP</p> <p>Pharmacies calling in for 72 hour emergency override supply have the ability to insert the override on their end without a call (for non-preferred, prior authorization required, and step therapy required rejections).</p>	<p>PBM is Involve Pharmacy Help Desk 1-800-460-8988</p>	<p>PHARMACIES SHOULD SUBMIT:</p> <ul style="list-style-type: none"> • ‘8’ in “Prior Authorization Type Code” (Field 461-EU) • ‘3’ in “Days’ Supply” in the claim segment of the billing transaction (Field 405-D5) • The quantity submitted in “Quantity Dispensed” (Field 442-E7) should not exceed the quantity necessary for a three-day supply according to the directions for administration given by the prescriber. If the medication is a dosage form that prevents a three-day supply from being dispensed, e.g., an inhaler, it is still permissible to indicate that the emergency prescription is a three-day supply, and enter the full quantity dispensed.
<p>MSCAN: United Healthcare and CHIP</p> <p>Dispense a 72 hour emergency medication supply via an override when our prior authorization phone line is not available.</p>	<p>PBM is OptumRx Pharmacy Help Desk 1-877-305-8952</p>	<p>Emergency supply is limited to one 72 hour supply per 365 days per drug. If medication can’t be dispensed as an exact 72 hour supply, dispense the minimum quantity as a 72 hour supply. Examples include, but are not limited to: metered dose inhalers, nasal sprays, topical preparations and powders for reconstitution.</p> <p>Please include following information when submitting claims for a 72 hour supply:</p> <ul style="list-style-type: none"> • Prior Authorization Type code (Field 461-EU) = 8 • Prior Authorization number submitted (Field 462-EV) = 120 • Day Supply in the claim segment of the billing transaction (Field 405-D5) = 3

DOM suggests printing and keeping a copy nearby for your easy reference.