



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-D1)

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**

Payer	Contact	Instructions
<p><b>MS Medicaid: Pharmacy fee for service claims only.</b></p> <p>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><b>Change Healthcare</b></p> <p><b>PA unit</b>  <b>1-877-537-0722;</b>  <b>Fax 1-877-537-0720</b></p>	<p><b>PHARMACIES SHOULD SUBMIT:</b></p> <ul style="list-style-type: none"> <li>• Input a value of '3' in the level of service (Field 418-DI);</li> <li>• Input a value of '3' in the day supply field (Field 405-D5);</li> <li>• 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.</li> </ul> <p>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>If applicable, pharmacist is to contact prescriber for the reminder of the prescription.</p>
<p><b>MSCAN: Magnolia Health Plan and CHIP</b></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><b>PBM is Envolve</b></p> <p><b>Pharmacy Help Desk</b>  <b>1-800-460-8988</b></p>	<p><b>PHARMACIES SHOULD SUBMIT:</b></p> <ul style="list-style-type: none"> <li>• '8' in "Prior Authorization Type Code" (Field 461-EU)</li> <li>• '3' in "Days' Supply" in the claim segment of the billing transaction (Field 405-D5)</li> <li>• 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.</li> </ul>
<p><b>MSCAN: United Healthcare and CHIP</b></p> <p>Dispense a 72 hour emergency medication supply via an override when our prior authorization phone line is not available.</p>	<p><b>PBM is OptumRx</b></p> <p><b>Pharmacy Help Desk</b>  <b>1-877-305-8952</b></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><b>Please include following information when submitting claims for a 72 hour supply:</b></p> <ul style="list-style-type: none"> <li>• Prior Authorization Type code (Field 461-EU) = 8</li> <li>• Prior Authorization number submitted (Field 462-EV) = 120</li> <li>• Day Supply in the claim segment of the billing transaction (Field 405-D5) = 3</li> </ul>
<p><b>MSCAN: Molina Healthcare</b></p> <p>Pharmacies have the ability to use a 72 hour emergency override for a prescription that requires prior authorization and that is necessary to be filled.</p>	<p><b>PBM is CVS Caremark</b></p> <p><b>Pharmacy Help Desk</b>  <b>1-800-791-6856</b></p>	<p>Pharmacists should use professional judgment regarding whether or not there is an immediate need every time 72 hour option is used. Emergency supply is limited to one 72 hour supply per 365</p> <p><b>PHARMACIES SHOULD SUBMIT:</b></p> <ul style="list-style-type: none"> <li>• Prior Authorization Type code (Field 461-EU) = 8</li> <li>• Prior Authorization number submitted (Field 462-EV) = 11112222333</li> <li>• Day Supply in the claim segment of the billing transaction (Field 405-D5) = 3</li> </ul> <p>For unbreakable packages (e.g. nasal sprays, inhalers, topical preparations), indicate that the emergency prescription is a 72 hour supply and enter the full quantity dispensed</p>

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