

| | | | |
|----------------------|-----------------------------------|---------------------------|------------|
| Department: | Pharmacy Management | Original Approval: | 12/17/2018 |
| Policy No: | PM516 | Last Approval: | 09/20/2023 |
| Policy Title: | Emergency Fill Policy | | |
| Approved By: | Clinical Services Leadership Team | | |
| Dependencies: | N/A | | |

Purpose

This policy describes the process to avoid interruption of current therapy or delay the initiation of therapy for medications that are requiring prior authorization (PA) for Community Health Plan of Washington (CHPW) Apple Health enrollees and Individual & Family (Cascade Select) Cascade Select members. The emergency fill provides a temporary solution while awaiting a PA or medical necessity determination for drug coverage.

Policy

The definition of an “Emergency Fill” means the dispensing of a prescribed medication to an enrollee by a licensed pharmacist at a participating pharmacy who has used his or her professional judgment in identifying that the enrollee/member has an emergency medical condition for which lack of immediate access to pharmaceutical treatment would result in (a) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part. If the dispensing pharmacist decides the client has an urgent medical need, they are to determine the quantity necessary to meet the client’s urgent medical need, up to a seven (7) calendar day supply. Some situations can include, but not limited to:

- The prescriber is unavailable to choose an alternative
- The PA request is incomplete and cannot be processed
- The prescription has a rejection due to refill-too-soon when the new fill is due to lost, stolen, broken, or damaged.
- The dispensing pharmacist cannot reach the issuer's prior authorization department by phone as it is outside of that department's business hours; or
- An issuer is available to respond to phone calls from a dispensing pharmacy regarding a covered benefit, but the issuer cannot reach the prescriber for full consultation.

Data contained in this document is considered confidential and proprietary information and its duplication, use, or disclosure is prohibited without prior approval of Community Health Plan of Washington.

Apple Health will either cover emergency fills without authorization or guarantee authorization and payment after the fact for an emergency fill dispensed by a contracted pharmacy. The authorization for the prescription will match the drug quantity and days’ supply as dispensed by the pharmacist. Some exclusions for Apple Health enrollees can include, but are not limited to:

- The medication has a DESI classification other than “Safe and Effective”
- The medication belongs to a non-covered therapeutic category such as appetite suppressants, non-covered over-the counter products, or infertility treatments.
- The medication is professionally administered or durable medical equipment and should be billed as a medical claim.
- The medication is only billable to Apple Health Fee-For-Service such as medications for Hemophilia, Hepatitis C, or for dental services.

Individual & Family (Cascade Select) will only cover the Emergency Fill dosage of the Prescription Drug . In the event that the Prescription Drug is continued for treatment beyond the approved Emergency fill, standard formulary restrictions and utilization management procedures will apply.

Some limitations that apply to Individual & Family (Cascade Select) members include, but are not limited to:

- Emergency Fills are not available for certain Specialty Drugs, such as oncology drugs, hepatitis C, biologics, multiple sclerosis treatments, and enzyme replacements, which do not meet the criteria for “urgent therapeutic need”
- Emergency Fills are not covered at Non-Participating Pharmacies

In the event the pharmacy needs support, they may call the Express Scripts Pharmacy Help Desk at 800-922-1557. In addition, they may call CHPW Customer Service at 800-440-1561 or CHNW Customer Service at 1-866-907-1906.

List of Appendices

Appendix A: Detailed Revision History

Citations & References

| | |
|------------|---|
| CFR | 21 CFR § 1306.11, 42 CFR § 438 |
| WAC | 246-869-100, 246-869-105, 246-887-020, 284-43-5170; WAC 284-43-5642 |
| RCW | 48.43.420, 48.44, 69.50.308 |

Data contained in this document is considered confidential and proprietary information and its duplication, use, or disclosure is prohibited without prior approval of Community Health Plan of Washington.

| | | |
|--------------------------------|---|--------|
| LOB / Contract Citation | <input checked="" type="checkbox"/> WAHIMC | § 17.3 |
| | <input type="checkbox"/> BHSO | |
| | <input type="checkbox"/> MA | |
| | <input checked="" type="checkbox"/> CS | |
| Other Requirements | | |
| NCQA Elements | UM 11: Procedures for Pharmaceutical Management | |

Revision History

| | |
|--------------------|--|
| SME Review: | 11/20/2018; 12/06/2019; 11/06/2020; 11/09/2021; 12/22/2021; 11/02/2022; 09/19/2023 |
| Approval: | 12/17/2018; 11/09/2020; 11/09/2021; 12/27/2021; 11/04/2022 |

Appendix A: Detailed Revision History

Detailed Revision History

| Revision Date | Revision Description | Revision Made By |
|---------------|---|-----------------------------------|
| 11/20/2018 | Original | Mary Eckhart |
| 12/17/2018 | Approval | MMLT |
| 12/06/2019 | Annual review. Update to contract citations | Jennifer Farley, PharmD |
| 12/19/2019 | Approval | Yusuf Rashid |
| 02/24/2020 | Updated Citations Table | Dustin Peskuric |
| 10/15/2020 | Updated | Becki Braband |
| 11/06/2020 | Updates and review | Omar Daoud |
| 11/06/2020 | Approval | Yusuf Rashid |
| 11/09/2020 | Approval | CMO Cabinet |
| 11/09/2021 | Reviewed no updates. Approved. | Omar Daoud |
| 11/09/2021 | Approval | CMO Cabinet |
| 12/22/2021 | Changed quantity to seven-day supply | Rachael Olsufka, PharmD, MS, BCGP |
| 12/22/2021 | Approval | Omar Daoud |
| 12/27/2021 | Approval | CMO Cabinet |
| 11/02/2022 | Reviewed with no changes | Omar Daoud |
| 11/04/2022 | Approval | CMO Cabinet |
| 09/19/2023 | Reviewed no changes | Omar Daoud |
| 09/20/2023 | Approval | Clinical Services Leadership Team |