

Pharmacy 72-Hour Emergency Supply of Medication

Federal and Texas state law requires a 72-hour emergency supply be dispensed by pharmacies of prescribed drugs when a medication is needed without delay and prior authorization (PA) is not available. The Pharmacist must use their clinical judgement to determine if a member may experience a detrimental change in his or her health status within 72 hours from when the pharmacy received the prescription due to the inability to obtain the drug. This rule applies to non-preferred drugs on the Preferred Drug List and any drug that is affected by a clinical or therapeutic PA edit and would need prescriber prior approval.

The 72-hour emergency supply should be dispensed any time a PA is not available, and a prescription must be filled for any medication on the plan formulary or medical condition. If the prescriber cannot be reached or is unable to request a PA, the pharmacy should submit an emergency 72-hour prescription. The 72-hour emergency procedure should not be used for routine and continuous overrides and will be subject to audit.

A pharmacy can dispense a product that is packaged in a dosage form that is fixed and unbreakable such as an albuterol inhaler or topical ointment. Follow the same directions for the 72-hour emergency supply, including the submittal of a "3" in the "day supply" field, and enter the full quantity dispensed.

For Additional assistance, please contact Prime Therapeutics Pharmacy Help Desk:

STAR/CHIP: **1-855-457-0403**

STAR Kids: **1-855-457-0757**

Follow the step below to submit for a 72 – Hour Emergency Supply:

Claims with reject 75 ("Prior Authorization required") will include a message instructing the pharmacy to either contact the prescriber or to submit for a 72-hour emergency supply for any medication on the Texas Vendor Drug Program formulary:

"PRESCRIBER SHOULD CALL 1-855-457-0407 OR PHARMACIST SHOULD SUBMIT 72 HOUR EMERGENCY RX IF DR NOT AVAILABLE."

If the prescribing provider cannot be reached, or is unable to request a prior authorization, the pharmacy should move forward with submitting an emergency 72-hour prescription claim.

The process should be as follows:

1. Pharmacies are to input the override themselves following the directions as provided in the payer sheet found here: https://www.primetherapeutics.com/wp-content/uploads/2021/09/Texas_Medicaid_D.0_Payer_Sheet_08.29.18_-Final.pdf
 - a. These are specific fields and directions related to the 72-hr supply:

Field #	NCPDP Field Name	Value	Payer Usage	Payer Situation
405-D5	Days Supply		R	Payer Requirement: For a 72 hr. Emergency supply submit a value of 3
461-EU	Prior Authorization Type Code		RW	For a 72 hr. Emergency Supply submit a value of 8
462-EV	Prior Authorization Number Submitted		RW	For a 72 hr. Emergency supply submit a value of 801.

2. If the pharmacy is unable to successfully submit the claim, they should contact the prime Help Desk for further assistance at **1-855-457-0757**.

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