



## COVID-19 Pharmacy Program Emergency Response

The MassHealth Pharmacy Program, in coordination with agencies across the Executive Office of Health and Human Services, has released guidance in response to the new coronavirus - Coronavirus Disease 2019 (COVID-19). Please see below for additional information.

Providers with questions about the COVID-19 Pharmacy Program Emergency Response can contact the MassHealth Drug Utilization Review Program at (800) 745-7318.

### **Mass.Gov COVID-19 Webpage:**

Information on Governor Baker's State of Emergency, announcements by the Executive Office of Health and Human Services, and other important links:

<https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>

### **MassHealth COVID-19 Provider Webpage:**

Information on MassHealth's response to COVID-19. Includes updated bulletins, pharmacy facts, and answers to frequently asked questions.

<https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-providers>

### **Pharmacy Program Facts and Other Information for Pharmacies Regarding COVID-19:**

Pharmacy Facts 141: Updates Related to Coronavirus Disease 2019 (COVID-19) Effective March 14, 2020:

<https://www.mass.gov/doc/pharmacy-facts-141-march-12-2020-0/download>

Pharmacy Facts 142: Additional Updates Related to Coronavirus Disease 2019 (COVID-19) Effective Immediately:

<https://www.mass.gov/doc/pharmacy-facts-no-142-march-20-2020-0/download>

Pharmacy Facts 143: Coronavirus Disease 2019 (COVID-19) and New Policies on Chloroquine and Hydroxychloroquine—Effective for Dates of Service on or after March 26, 2020:

<https://www.mass.gov/doc/pharmacy-facts-143-march-25-2020-0/download>

Pharmacy Facts 145: Additional Updates Related to Coronavirus Disease 2019 (COVID-19) provides guidance on how pharmacies should bill for home delivery, and updated information for pharmacies that provide durable medical equipment (DME) including DME prior authorization flexibilities.

<https://www.mass.gov/doc/pharmacy-facts-145-april-28-2020-0/download>

Pharmacy Facts 147: Additional Updates for Pharmacies Serving Health Safety Net Patients provides guidance for how pharmacies should submit claims for Health Safety Net (HSN) patients in light of new flexibilities that temporarily allow patients who are unable to receive their medications from their regular (HSN) provider to have those prescriptions filled by any pharmacy in the MassHealth network.

<https://www.mass.gov/doc/pharmacy-facts-147-may-13-2020/download>

### **All Provider Bulletins:**

Addresses lab services, access to telehealth, billing of home visits, 90-day supplies of medications, early refills, cost-sharing and referrals:

<https://www.mass.gov/doc/all-provider-bulletin-289-masshealth-coverage-and-reimbursement-policy-for-services-related-to/download>

Builds off of Bulletin 289 to create additional flexibilities including: relaxing referral requirements, further expanding HPE, allowing medication delivery and waiving pharmacy signature requirements, and providing guidance for Emergency Services Program (ESP) and Mobile Crisis Intervention (MCI) Services:

<https://www.mass.gov/doc/all-provider-bulletin-291-masshealth-coverage-and-reimbursement-policy-for-services-related-0/download>

### **LTSS Provider Information:**

Information for DME providers:

<https://www.mass.gov/doc/ltss-provider-updates-for-covid-19/download>

### **Managed Care Bulletins:**

Consolidates new COVID-19 related pharmacy requirements for MassHealth Accountable Care Partnership Plans (ACPPs) and Managed Care Organizations (MCOs):

<https://www.mass.gov/doc/managed-care-entity-bulletin-22-updated-coverage-and-payment-policies-0/download>

### **General Reminders:**

- **Emergency Overrides**

Consistent with 130 CMR 406.411(B) and to ensure MassHealth members do not experience gaps in care, pharmacists may initiate an emergency override if they encounter a rejected claim for a

medication requiring prior authorization. MassHealth will pay the pharmacy for at least a 72-hour, nonrefillable supply of the drug. To obtain an emergency override, pharmacists should contact the Drug Utilization Review Unit at (800) 745-7318 during normal business hours. If outside of business hours, pharmacies may submit an emergency override claim with a value of “03” for Level of Service (field 418). After the prescription is adjudicated, the pharmacy should remove the “03” from the level of service field before the next fill.

- **Cost Sharing**

MassHealth reminds providers of those services for which MassHealth charges copayments, such as pharmacy services, that they “may not refuse services to any members who are unable to pay the copayment at the time service is provided.” 130 CMR 450.130(G)(2).

### **Board of Registration in Pharmacy Guidance:**

Recent news & announcements, including answers to COVID-19 frequently asked questions:

<https://www.mass.gov/orgs/board-of-registration-in-pharmacy>