

Provider Bulletin



News and Information

May 29, 2020

Pharmacy Access – Disruption Due to Protests

Due to the protests occurring in the Twin Cities and surrounding suburbs, access to certain pharmacies may be limited because of temporary store closures or building destruction. In addition, public transportation is also impacted, which may impede access to prescriptions. UCare has provided the following information to answer questions you may have for your patients.

My patient's pharmacy is not open, where can they fill their medication?

If your patients are filling at a chain pharmacy (CVS, Walgreen's, etc.) or at pharmacies connected to others by a centralized computer system, those pharmacies will likely be able to fill at their other locations. The computer systems for these pharmacies are connected with one another, so they should be able to pull the prescription information from another store.

If members are filling at an independent pharmacy that is closed, members may need to contact their prescriber's office to get a new prescription sent into a different pharmacy. In emergency situations, pharmacists can fill prescriptions that were originally dispensed at a different pharmacy provided that they cannot reach the prescriber and they have enough information to safely fill a 30-day supply - https://mn.gov/boards/assets/FAQ-COVID-19-05222020_tcm21-433330.pdf.

Public transportation is shut down, how can my patient get their medication?

Due to COVID-19, many retail pharmacies are offering delivery services. It is recommended that members call the pharmacy they are filling their medication at to verify if they offer home delivery services. Members can still use transportation services that are covered/available through UCare if part of their benefit.

My patient's prescription is currently waiting and filled at a pharmacy that is now closed, can I still get a refill?

Yes, due to COVID-19, we have already relaxed "refill too soon" requirements and pharmacies can use a submission clarification code on claim adjudication to allow early refills of medications to process.

Questions?

We are continuing to monitor the situation and will provide updates as necessary. If you have further questions, please call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free or visit ucare.org/providers.