



PLAN POLICY AND PROCEDURE	
<div style="text-align: center;">  <p style="font-size: small; margin: 0;"><i>make life better.</i></p> <p>Title: SHP Pharmacy Management Procedure for After Hours Emergency Dispensing</p> </div>	<p>Product Line (check all that apply):</p> <p><input checked="" type="checkbox"/> All</p> <p><input type="checkbox"/> Group HMO</p> <p><input type="checkbox"/> Individual HMO</p> <p><input type="checkbox"/> PPO</p> <p><input type="checkbox"/> POS</p> <p><input type="checkbox"/> N/A</p>
Division(s): Health Services	
Department(s): Pharmacy	
Owner (Title): Pharmacy Manager	
Relevant Regulatory/Accrediting Agencies/Citations (specify):	
<input type="checkbox"/> CMS: _____ <input type="checkbox"/> DMHC: _____ <input checked="" type="checkbox"/> NCQA-HP: _____ UM 13.G <input type="checkbox"/> NCQA-WHP: _____ <input type="checkbox"/> OTHER: _____	
<div style="text-align: right; margin-bottom: 5px;">_____, P, Compliance Officer, or CEO)</div> 	<p>Approval date:</p> <p style="text-align: center;">3/9/2016</p>

I. PURPOSE:

This Policy and Procedure establishes Sharp Health Plan’s (Plan) policy and procedure for afterhours emergency dispensing of prescription medications requiring exceptions and prior authorizations.

II. POLICY:

It is the policy of Sharp Health Plan to allow after hours emergency exceptions and prior authorizations for medications.

III. DEFINITIONS:

- A. MedImpact – Sharp Health Plan’s contracted Pharmacy Benefit Management company.
- B. After Hours – Hours of Sharp Health Plan Pharmacy Department non-operation, including weekends and holidays. The Sharp Health Plan Pharmacy Department is open weekdays from 8 am to 6 pm.

IV. PROCEDURE:

During hours of Plan Pharmacy Department non-operation, requests for emergency exceptions and emergency prior authorizations and overrides (quantity limits, step therapy, etc.) are handled by the MedImpact Pharmacy Help Desk. Providers attempting to reach the Health Plan are referred to the MedImpact Pharmacy Help Desk phone number for assistance.

MedImpact personnel follow procedures authorized by Sharp Health Plan to determine whether or not a request qualifies for an override. The MedImpact Help Desk procedures are as follows:

Help Desk Notes

Note Title: After Hours or Emergency

Procedure: If there is an emergency after the plan's business hours, MedImpact staff is authorized to enter a 5-day supply override if the pharmacy or clinical representative (such as physician, physician's assistant or nurse) states it is for an emergency. If the caller does not specifically indicate that it is for an emergency, please ask the caller the following:

1. If the patient does not have the medication today, will it jeopardize the life or health of the individual or their ability to regain maximum function?

OR

2. Will it subject the individual to severe pain that cannot be managed without the care or treatment that is the subject of the claim?

If the caller answers "yes" to either of these questions, please enter a 5-day supply override. After the 5-day override is authorized the caller will need to be advised to contact Sharp Health Plan at 800 359-2002 on the next business day for a complete review of the request.

If the caller answers "no" to both of these questions, please ask if the patient needs to start the medication today (there are times where the patient must start their therapy immediately for medications such as antibiotics, etc.). If the caller verifies that the patient needs to start the medication today, please enter a 5-day supply override. After the 5-day override is authorized the caller will need to be advised to contact Sharp Health Plan at 800-359-2002 on the next business day for a complete review of the request.

SHP calls to MedImpact Help Desk for Assistance

If the plan calls the MedImpact Help Desk after 5:00pm PST stating that an emergency override is required, MedImpact staff is authorized to enter a 5-day supply override. After the 5-day override is authorized, the caller will need to be advised to contact the Sharp Health Plan Pharmacy Department on the next business day for a complete review of the request.

V. ATTACHMENTS: N/A

VI. REFERENCES :

MedImpact Help Desk Notes

VII. REVISION HISTORY:

Date	Modification (Reviewed and/or Revised)
06/08/2011	Original Document
03/14/2012	Approved by P&T Committee
03/13/2013	Approved by P&T Committee
03/19/2014	Approved by P&T Committee
03/18/2015	Approved by P&T Committee
03/09/2016	Approved by P&T Committee