

Health First Colorado Pharmacy changes related to COVID-19

Early Refills

Pharmacies will be able to override Early Refills at the point-of-sale (POS) after 50% of medication day supply has lapsed since last fill for reasons related to COVID-19. Use DUE response code with reason for service code 'ER' at the POS to receive a paid claim. This override is not available for use by mail order pharmacies.

If a member requires a refill before 50% of the day supply has lapsed, a POS override is not available. Please contact the Magellan Help Desk at 1-800-424-5725 for a one-time refill authorization.

Prescription Cough and Cold products

Prescription Cough and Cold products for all ages will not require a Prior Authorization, except for (Medicare-Medicaid) Dual Eligible members (effective 3/31/2020). Prescription cough and cold products may be approved with a prior authorization for an acute condition for Dual Eligible members. Prescription cough and cold products include non-controlled products and Guaifenesin/Codeine (i.e. Cheratussin AC, Virtussin AC). Contact the Magellan Help Desk at 1-800-424-5725 for an override for prescription cough and cold products, if needed, prior to 3/31/2020.

Proof of Delivery

Proof of delivery requirement signature will be waived for medications (i.e., signature no longer required).

Reminders for CURRENT Policies related to prescriptions and pharmacy

Pharmacists: Per State law (CCR 3.00.23) pharmacists may dispense one refill for non-controlled maintenance medications if unable to get a timely refill authorization from a prescriber. Medicaid can cover this fill. Pharmacies must follow all documentation requirements set forth by the State of Colorado Board of Pharmacy.

Maintenance Medications:

Maintenance Medications are medications taken on a regular basis for chronic (long-term) conditions. Maintenance Medications can be dispensed up to a 100 day supply and covered by Medicaid for one copay (if applicable). The maximum day supply for non-maintenance medications is 30 days.