

POLICY AND PROCEDURE

DEPARTMENT: Ambetter Health Plans	DOCUMENT NAME: Lost or Stolen Medication
PAGE: 1 of 3	REPLACES DOCUMENT:
APPROVED DATE: 02/14	RETIRED:
EFFECTIVE DATE: 02/14	REVIEWED/REVISED: 02/15, 02/16, 02/17, 02/18
PRODUCT TYPE: Health Insurance Marketplace	REFERENCE NUMBER: HIM.PHAR.05

SCOPE:

Involve Pharmacy Solutions and Health Insurance Marketplace (Ambetter) Plan Pharmacy Departments

PURPOSE:

To define the policy and procedure related to lost or stolen medications reported by members and covered as a prescription benefit up to one time only by Ambetter Health Plans.

POLICY:

It is the policy of Ambetter to ensure that members who have lost or had their medication stolen are able to receive an early refill. Lost medication includes only loss due to fire or bona fide natural disaster. This function is delegated to Involve Pharmacy Solutions, the designated Pharmacy Benefit Manager (PBM).

PROCEDURE:

- A. Receiving a call for an early refill request (documentation).
 1. The Involve Pharmacy Solutions Customer Service Representative (CSR) assesses the request using the following checklist:
 - a. Is the medication controlled or non-controlled? The response is documented.
 - b. Was the medication to be refilled lost or stolen? The response is documented.
 - c. If more than one request in a year, the member is referred to the Ambetter Director of Pharmacy.
 - d. Does the system indicate duplication of medication or a previous call with the same claim?
 - i. If a repeat call, the CSR checks with the Involve Pharmacy Solutions Account Manager for advice on next actions.
 - ii. If the Account Manager is unavailable the CSR contacts the Customer Service department lead.
 - iii. If the department lead is unavailable a 3 day emergency override is entered and Ambetter Director of Pharmacy contacted.

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2. All calls are documented in the member's file for future reference.

B. Filling request for a lost non-controlled drug or controlled drug.

1. If the request is for a non-controlled drug, the dispensing pharmacist filling the prescription can call the Envolve Pharmacy Solutions Customer Service line at 1-800-460-8988 for assistance in processing. The member is given the entire prescription fill up to a 31 day supply, limited to one occurrence per year.
2. If the request is for a controlled drug, the member must obtain a new prescription for replacement. Upon receipt of the new prescription, the pharmacy can call into Envolve Pharmacy Solutions for an override at 1-800-460-8988. A pharmacist will review the prescription and determine the appropriateness of an override.

C. Filling request for a stolen non-controlled drug or controlled drug.

1. Member must make a police report and obtain a copy.
2. Member must bring the police report to the pharmacy.
3. The dispensing pharmacist must fax the police report to Envolve Pharmacy Solutions Customer Service at.
4. If the request is for a non-controlled drug, the member is given the entire prescription fill up to a 31 day supply, limited to one occurrence per year.
5. If the request is for a controlled drug, the member will need to obtain a new prescription for replacement.
6. The dispensing pharmacist follows up with a phone call to the Envolve Pharmacy Solutions Customer Service Line at 1-800-460-8988 for assistance to adjudicate the claim.

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REFERENCES: N/A

ATTACHMENTS: N/A

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DEFINITIONS: N/A

REVISION LOG

REVISION	DATE
Removed requirement for written new prescription in cases of controlled medications replacement.	05/15
Changed reference from Corporate Pharmacy Department to US Script Utilization Management Pharmacy Department.	02/16
Changed reference from US Script to Envolve Pharmacy Solutions	02/17
Policy reviewed. No changes.	02/18

POLICY AND PROCEDURE APPROVAL

Pharmacy & Therapeutics Committee:

Approval on file

EPS Director, Marketplace

Approval on file

Sr. V.P., Chief Medical Officer:

Approval on file

NOTE: The electronic approval is retained in Compliance 360.