

Pharmacy Claims Flexibility Available to Prevent Spread of Coronavirus Disease (COVID-19)

Given the presence of the COVID-19 virus in North Carolina, claims processing flexibility has been instituted to help reduce the administrative burden of providing appropriate medications in a timely fashion to NC Medicaid and NC Health Choice beneficiaries. We encourage prescribers and pharmacies to utilize these flexible options as we assist our beneficiaries in preparing for this public health issue.

Preparations related to the COVID-19 virus could present situations where NC Medicaid and Health Choice beneficiaries may require an early refill or expanded quantity of their prescription medications. In these situations, NC Medicaid enrolled pharmacy providers should resubmit these claims with “09” (Emergency Preparedness) in the PA Type Code field and a valid value for an E.R. override in the Reason for Service, Professional Service and Result of Service fields to override a denial for an early refill. Do not place any values in the Submission Clarification Code field. **This override code will allow for early refills and will also allow for coverage of up to a 90-day supply of the medication. Be aware that NC Medicaid policy allows 90-day supply to be filled when the prescription is either written for 90-day supply or has enough refills remaining to fill for 90 days.**

Please be aware that these edit changes do not apply to controlled substances. Additionally, we encourage providers to follow all applicable state and federal laws and regulations for controlled substances.

If necessary, up to a 14-day emergency supply can be billed for any pharmacy claim requiring prior approval when no active prior approval is showing in NC Tracks. The pharmacy provider should resubmit these claims with “09” (Emergency Preparedness) in the PA Type Code field and “03” in the Level of Service Field.

For beneficiaries in the Pharmacy Lock-in Program needing emergency supplies of Lock-In program related medications, up to a 14-day emergency supply can be billed with “09” (Emergency Preparedness) in the PA Type Code field and “03” in the Level of Service Field. This override is only valid once per beneficiary per year. Beneficiaries and providers may also contact the NC Tracks call center to change either the preferred Lock-In pharmacy or preferred Lock-In prescriber on an emergency basis.

Co-pay requirements are still applicable to these pharmacy claims.

Providers may submit any information related to market shortages of medications directly to DHB staff at Medicaid.PDL@dhhs.nc.gov.

These overrides are in effect beginning effective 03/13/2020 and ending date TBD.

**NC Medicaid Contact Center, (888) 245-0179
GDIT, (800) 688-6696**
