

PROVIDER BULLETIN

Volume 42 Number 30

<http://dss.mo.gov/mhd/>

March 13, 2020

PHARMACY EARLY REFILL

APPLIES TO:

- Pharmacy providers

EFFECTIVE DATE: March 13, 2020

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- Early Refill
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Early Refill

Effective March 13, 2020, MO HealthNet, in response to the COVID-19 pandemic, is changing the early refill policy for medications from 85% to 50% for controlled and non-controlled substances. For example, prescriptions filled for a 31-day supply may be refilled no sooner than 16 days, a 30-day supply no sooner than 15 days. This will allow participants to have over 15 days of medication on hand should they need to be quarantined or be practicing self-quarantine. Providers may contact the Pharmacy Help Desk at (800) 392-8030 option 3 if additional overrides are needed.

For more information regarding COVID-19 please contact the Department of Health & Senior Services via the 24 hour hotline at (877) 435-8411. For the most up-to-date information regarding COVID-19 please access their website at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/>.

Provider Bulletins are available on the MO HealthNet Division (MHD) website at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD website at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the MO HealthNet ID card.

**Provider Communications Hotline
573-751-2896**