

**STAR+PLUS PROGRAM
Cigna-HealthSpring Plan Pharmacy Providers**

**DISPENSING 72-HOUR EMERGENCY
PRESCRIPTIONS**

WHEN PRIOR AUTHORIZATION IS NOT AVAILABLE

Federal and Texas law require that a 72-hour emergency supply of a prescribed drug be provided when a medication is needed without delay and prior authorization (PA) is not available. This rule applies to non-preferred drugs on the Preferred Drug List and any drug that is affected by a clinical or therapeutic PA edit and would need prescriber prior approval.

The 72-hour emergency supply should be dispensed any time a PA is not available and a prescription must be filled for any medication on the plan formulary or medical condition. If the prescribing provider cannot be reached or is unable to request a PA, the pharmacy should submit an emergency 72-hour prescription. The 72-hour emergency procedure should not be used for routine and continuous overrides and will be subject to audit.

A pharmacy can dispense a product that is packaged in a dosage form that is fixed and unbreakable, e.g., an albuterol inhaler, as a 72-hour emergency supply. Follow the same directions for the 72-hour emergency supply, including the submittal of a „3“ in the “Days Supply” field, and enter the full quantity dispensed.

informedRx Pharmacy Help Desk can be reached toll-free at 1.866.618.6725

PHARMACIES SHOULD SUBMIT:

- **„8‘ in “Prior Authorization Type Code” field.**
- **‘801‘ in “Prior Authorization Number Submitted” field.**
- **‘3‘ in “Days Supply” in the claim segment of the billing transaction field.**
- **The quantity submitted in “Quantity Dispensed” field should not exceed the quantity necessary for a three-day supply according to the directions for administration given by the prescriber. If the medication is a dosage form that prevents a three-day supply from being dispensed, e.g., an inhaler, it is still permissible to indicate that the emergency prescription is a three-day supply, and enter the full quantity dispensed.**