

## COVID-19 (novel coronavirus) and early refills for fee-for-service prescriptions covered by the Oregon Health Plan

In response to an outbreak of COVID-19 caused by a novel (new) coronavirus, the Oregon Health Authority (OHA) encourages people to have on hand at least a two-week supply of their medications for chronic conditions and stay at home if they are sick. For these reasons, OHA also encourages pharmacists to:

- Provide a refill up to two weeks early when appropriate, and
- Offer to mail the refill to the customer's home if that option is available.

### What should you do?

For early refills of covered fee-for-service prescriptions, you will need to override the early refill (ER) edit by entering the following information:

NCPDP field	Code	Description
Conflict Reason Code 439-E4	<b>ER</b>	Overutilization
Personal Service Intervention Code 440-E5	<b>R0</b>	Pharmacist consulted (other source)
Result of Service (Outcome Code) 441-E6	<b>1B</b>	Filled prescription as is
Submission Clarification Code (Intervention Code) 420-DK	<b>13</b>	Payer-Recognized Emergency/Disaster Assistance Request <ul style="list-style-type: none"><li>■ This code justifies the early refill due to OHA's recommendation to complete early refills for COVID-19 preparation</li></ul>

These override instructions apply only to these fee-for-service prescriptions covered by the Oregon Health Plan:

- Physical health drugs covered for chronic conditions for members not enrolled in a coordinated care organization (CCO), and
- Mental health drugs for all OHP enrolled members, including CCO members.

### Visit the OHA website for COVID-19 updates and resources

Visit [healthoregon.org/coronavirus](https://healthoregon.org/coronavirus) for Oregon-specific updates, provider resources and more.

### Questions?

- **About prior authorization for fee-for-service prescriptions:** Call the Oregon Pharmacy Call Center at 888-202-2126.
- **About using the Provider Web Portal:** Contact the Provider Services Unit at [dmap.providerservices@dhsosha.state.or.us](mailto:dmap.providerservices@dhsosha.state.or.us) or call 800-336-6016.
- **About physical health prescriptions for CCO members:** Contact the CCO.