



PROVIDER *bulletin*

March 17, 2020

Dear Provider:

Kern Family Health Care is enacting the following changes in efforts to help manage the coronavirus, commonly known as COVID-19. As conditions are changing on a day to day basis, modifications will be made in accordance to regulatory recommendations. Currently we allow up to a 60 day supply for maintenance medications. Prescriptions will be allowed to be filled up to 90 days for maintenance medications.

KFHC currently covers isopropyl alcohol. Other hand sanitizers and wipes that are capable of being billed through the PBM are being added as benefits.

KFHC appreciates the actions you extend in helping care for our members. Keep in mind that many pharmacies provide services such as delivery, mailing, and drive-thru. These can all be shared with members who may be feeling anxious regarding social distancing and may have moments of panic or desire of hoarding. Reassure the members that the above efforts will help alleviate any shortages and help keep the drug supply intact. We will adjust other methods if necessary to make sure that the medically necessary drugs are available. We will all work through this together.

Remember also, if a situation arises, there are procedures for emergency dispensing in place today.

Emergency supply: KHS covers up to 72 hour supply of a medication in emergency situations. Efforts should be made to provide formulary medications. In the event of a weekend or holiday situation when an immediate response is not possible and a truly emergent situation exists, then dispensing of a 72 hour supply will be authorized. A TAR documenting the fact will be needed. Additionally, if a KHS nurse contacts the pharmacy about a member and gives a verbal authorization, it will be honored, but may require the next working business day to clear.

Sincerely,

Bruce Wearda, R.Ph.
Director of Pharmacy