

March 26, 2020

<Provider Name>  
<Provider Address 1>  
<Provider Address 2>  
<Provider City> <State> <zipcode5-zipcode4>

Dear Provider:

RE: Medicaid Pharmacy Flexibilities in Response to COVID-19 Emergency to Facilitate Early Refills and Mailing Medications

The State of Michigan issued an Emergency Declaration for COVID-19 on March 10, 2020 and a national emergency was declared on March 13, 2020. To help mitigate the spread of COVID-19 and ensure access to essential medications, the Michigan Department of Health and Human Services (MDHHS) is allowing overrides of certain point-of-sale edits to facilitate early refills. Additionally, MDHHS is removing the signature log documentation requirement during the Governor's declared State of Emergency to promote the use of shipping or delivery of prescriptions. These flexibilities apply to both Fee-for-Service (FFS) and Managed Care Medicaid pharmacy programs and will be in effect through the month of April 2020 or until the first of the month following the termination of the Governor's Declaration of a State of Emergency Order (2020-04, COVID-19), whichever is later.

To promote social distancing and prevent medication access issues during the COVID-19 emergency, overrides at either the pharmacy level or the call center shall be used to bypass quantity and days supply utilization edits when appropriate and permitted by Federal or State law. The overrides will also allow for early refills of prescriptions after at least half of the previous fill has been used. Additionally, the same overrides will continue to be allowed to bypass prescriber network requirements (i.e. NCPDP Reject Code 889: *PRESCRIBER NOT ENROLLED IN STATE MEDICAID PROGRAM*).

### Override Options

- **Pharmacy Level:** Point-of-sale (POS) overrides can be leveraged by using **Submission Clarification Code = 13** (Payer-Recognized Emergency/Disaster Assistance Request) in NCPDP field *420-DK*.
- **Call Center:** Overrides can be requested by contacting the healthcare payer's Pharmacy Help Desk.
  - For overrides on Medicaid FFS claims, call 877-624-5204.
  - For Medicaid Health Plan contact information, visit [www.michigan.gov/MCOpharmacy](http://www.michigan.gov/MCOpharmacy).

*Note: These overrides may not be allowed for controlled substances and all other Federal and State laws and Medicaid policy requirements still apply unless indicated otherwise. The Department will monitor for drug shortage or supply issues and may adjust these limits as warranted.*

### **Signature Requirements**

The Department will temporarily waive signature requirements to promote mailing or shipping medications as permitted by law and in lieu of face-to-face pickup at outpatient pharmacies. These actions are intended to prevent access to medication issues while also promoting fewer trips to the pharmacy and use of public transportation. These temporary changes align with actions promoted by the Centers for Medicare & Medicaid Services (CMS).

Any questions regarding this letter should be directed to [MDHHSParmacyServices@michigan.gov](mailto:MDHHSParmacyServices@michigan.gov). Thank you for your continued partnership to care for Medicaid beneficiaries.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Massey", with a horizontal line extending to the right.

Kate Massey, Director  
Medical Services Administration