

# Provider Bulletin



## News and Information

April 12, 2021

### **Pharmacy Access – Disruption Due to Protests**

Due to recent protest activity occurring in the Twin Cities and surrounding suburbs, access to certain pharmacies may be limited because of temporary store closures or building destruction. Following, UCare has provided guidance for some commonly asked questions.

#### **How can I determine if a pharmacy is still open?**

The open or close status of a pharmacy can change quickly. It is best to call a pharmacy or visit its website or mobile app to determine if it is open. This will provide the most up-to-date information.

#### **My patient’s pharmacy is not open, where can they fill their medication?**

If your patients are filling at a chain pharmacy (CVS including those in Target, Walgreens, Walmart, etc.), they will have the ability to fill at other chain locations. The computer systems for these pharmacies are connected with one another, so they should be able to pull the prescription information from another store.

If members are filling at an independent pharmacy that is closed, members may contact their prescriber’s office to get a new prescription sent into a different pharmacy.

#### **Public transportation may not be available. How can my patient get their medication?**

Due to COVID-19, many retail pharmacies are offering delivery services. It is recommended that members call the pharmacy they are filling their medication at to verify if they offer home delivery services. Members can still use transportation services that are covered/available through UCare if part of their benefit.

#### **My patient’s prescription is currently waiting and filled at a pharmacy that is now closed, can they still get a refill?**

Yes, due to COVID-19, we have already relaxed “refill too soon” requirements and pharmacies can use a submission clarification code on claim adjudication to allow early refills of medications to process.

Please note that if your patient had a prescription for a controlled substance (e.g., opioid medication) at a pharmacy that is now closed, you will likely need to submit a new prescription to the new pharmacy.

#### **Questions?**

We are monitoring the situation and communicating with local pharmacies as we are able. We will share updates as they are available. If you have further questions, please call UCare’s Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free or visit [ucare.org/providers](https://ucare.org/providers).