



Network Notification

Date: January 18, 2012

Number: OH-P-2012-05

To: Ohio Providers

From: CareSource

Subject: CareSource Pharmacy Policy on Stolen Controlled Substances

Effective Date: **February 1, 2012**

The CareSource Pharmacy Department will be changing our policy on members' stolen controlled medications.

CareSource Policy

Effective February 1, 2012, when a member is prescribed controlled substances and they are stolen:

- It will be the member's responsibility to file a police report for the medications that were stolen
- The member must contact their prescribing provider to send CareSource the police report and a prior authorization (PA) request for the early refill
- Incomplete requests (missing police report and/or missing PA request) will result in a denial
- CareSource can put in a one-time override for the member for lost, spilled, or stolen maintenance medications or antibiotics.

Questions? Please call CareSource at 1-800-488-0134 and follow the prompts for Pharmacy.