

This update applies to:
All Network Pharmacies

States:
Indiana

Line of Business:
Medicaid

Customer Care for Plan Members:
1-844-607-2829

Prior Authorization:
1-844-607-2831

Pharmacy Inquiries:
If you have questions, call the Pharmacy Help Desk number provided in the claim response or if one is not provided, please use the appropriate number below:

- HHW 1-800-980-6765
- HIP 1-800-342-5441

Payer Sheets: For additional claim processing information, refer to the CVS Caremark Payer Sheets at caremark.com/pharminfo > NCPDP Payer Sheets.

72-Hour Emergency Supply

CareSource®

RXBIN: 004336
RXPCN: MCAIDADV
RXGRP: RX6421

CareSource is an existing plan sponsor with CVS Caremark®. As a reminder, CareSource allows a 72-hour emergency supply of a prescribed drug when medication is needed without delay. This applies to all drugs that require a prior authorization (PA) either because they are non-preferred on the Preferred Drug List or because they are subject to clinical edits. The 72-hour emergency supply should be dispensed for any situation in which a member could be acutely impacted if not treated immediately.

Pharmacies are authorized to enter overrides for an emergency fill without calling the Pharmacy Help Desk per the pharmacist's professional, clinical judgement. To provide the 72-hour emergency supply, please use PAMC code 1112222333. This procedure should NOT be used for routine and continuous overrides to bypass PA requirements and is subject to audit.

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