

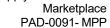
Administrative Policy Statement HAP CareSource™ Marketplace						
Policy	Name	Policy Number	Date Effective			
Lost, Stolen, Damaged, Vacation and School Supply of Medication		PAD-0091- MPP	10/01/2025			
Policy Type						
Medical	ADMINISTRATIV	E Pharmacy	Reimbursement			

Administrative Policy Statements prepared by CSMG Co. and its affiliates (including HAP CareSource) are derived from literature based on and supported by clinical guidelines, nationally recognized utilization and technology assessment guidelines, other medical management industry standards, and published MCO clinical policy guidelines. Medically necessary services include, but are not limited to, those health care services or supplies that are proper and necessary for the diagnosis or treatment of disease, illness, or injury and without which the patient can be expected to suffer prolonged, increased or new morbidity, impairment of function, dysfunction of a body organ or part, or significant pain and discomfort. These services meet the standards of good medical practice in the local area, are the lowest cost alternative, and are not provided mainly for the convenience of the member or provider. Medically necessary services also include those services defined in any Evidence of Coverage documents, Medical Policy Statements, Provider Manuals, Member Handbooks, and/or other policies and procedures.

Administrative Policy Statements prepared by CSMG Co. and its affiliates (including HAP CareSource) do not ensure an authorization or payment of services. Please refer to the plan contract (often referred to as the Evidence of Coverage) for the service(s) referenced in the Administrative Policy Statement. If there is a conflict between the Administrative Policy Statement and the plan contract (i.e., Evidence of Coverage) will be the controlling document used to make the determination.

Table of Contents

Adr	ninistrative Policy Statement	1
Α.	Subject	2
B.	Background	2
	Definitions	
	Policy	
	Conditions of Coverage	
	Related Policies/Rules	
G.	Review/Revision History	3
	References	



Effective Date: 10/01/2025



Early refill override requests due to reports of additional medication needed beyond initial dispensing.

B. Background

The CareSource pharmacy benefit design places limits on how early a member can refill a prescription. This limit is intended to ensure appropriate and cost-effective use of medications.

A pharmacy may request an exception to the refill-too-soon threshold on behalf of a member by calling the pharmacy help desk.

This policy serves as guidance for the Pharmacy Help Desk and HAP CareSource operations team member processing of member and pharmacy requests for an override for an early refill resulting from:

- Lost medication
- Stolen medication
- Damaged medication
- Out of state or out of country travel
- Separate supply for separated households, school or daycare

C. Definitions

- I. Refill-Too-Soon – An early refill; additional medication that is requested following an earlier- dispensed medication request but sooner than allowed by the member's coverage benefits.
- II. Override – Authorization for early refill that allows the claim to process at the point of sale (at the pharmacy)
- III. Refill-Too-Soon Threshold – The date before which a claim for a medication refill will reject at the point-of-sale. When a pharmacy attempts to fill a medication refill before this threshold, the rejection message at the point of sale will provide the refill-too-soon threshold date.

D. Policy

- I. The pharmacy help desk will provide a refill-too-soon override in the following circumstances:
 - A. For a lost medication override, the pharmacy help desk will place a single refill-toosoon override per medication (including strength) per rolling twelve (12) months. The days' supply allowed by the refill-too-soon override will be subject to standard days' supply restrictions and will be limited to the fewest months necessary to cover the member until their next normal refill.



В.	For a stolen medication override, the pharmacy help desk will place a single refill-



too-soon override per medication (including strength) per rolling twelve (12) months when member attests that the theft has been reported to the police.

Note: Attestation can be relayed through the pharmacy. Documentation is not required.

- C. For a refill-too-soon override related to damaged medication, the pharmacy help desk will place a single refill-too-soon override per medication (including strength) per rolling twelve (12) months when the medication was not damaged as a result of pharmacy action or in the process of shipment to the member.
 - a. If the request is for a blood glucose or continuous glucose monitor that is malfunctioning, the member should confirm the manufacturer has been contacted for assistance and was unable to resolve the issue.
 - b. If medication damage occurs as a result of pharmacy action or in the process of shipment to the member, the pharmacy is responsible for replacing the damaged medication.
- D. For a refill-too-soon override related to member travel, the pharmacy help desk will place a single refill-too-soon override per medication (including strength) per rolling twelve (12) months when ALL of the following are met:
 - a. The member's premiums have been paid through the duration of travel (based on days' supply requested),
 - b. The member is traveling to a location where a network pharmacy is not available,
 - c. The days' supply of the refill-too-soon request is subject to the plan's benefit limits.
- E. For a refill-too-soon override related to additional medication supply to be provided to a separate household, school or daycare, the pharmacy help desk may place refill-too-soon overrides for medications that are in unbreakable packaging (such as inhalers or epinephrine injectors) when needed.
- II. The pharmacy help desk will NOT provide a refill-too-soon override when ANY of the following circumstances is true:
 - A. The requested medication is an opioid,
 - B. The total cost of the damaged medication is greater than \$8,000,
 - C. The loss or damage is a result of an action on the part of the pharmacy or shipping company,
 - D. The member has already received a refill-too-soon override for the requested medication for any reason in the previous rolling twelve (12) months,
 - E. The member is in a grace period related to premium payment,
 - F. The requested days' supply of the medication exceeds plan benefit limits, OR
 - G. The requested medication is not a Covered product under the plan.
- III. All requests for refill-too-soon overrides not permitted by the pharmacy help desk are subject to review and approval or denial by the HAP CareSource Pharmacy Operations team. Any overrides not permitted by the pharmacy help desk will be considered at the discretion of the HAP CareSource Pharmacy Operations team in consultation with the Markets when appropriate.



Effective Date: 10/01/2025



F. Review/Revision History

DATES		ACTION
Date Issued	01/22/2022	
Date Revised	06/28/2024	Complete review with updated criteria and restrictions
	5/22/2025	Annual review, no updates
Date Effective	10/01/2025	
Date Archived		

G. References

The Administrative Policy Statement detailed above has received due consideration as defined in the Administrative Policy Statement Policy and is approved.

