CareSource

Administrative Policy Statement
INDIANA MEDICAID

Policy Name	Policy Number	Date Effective
Lost, Stolen, Damaged, Vacation and School Supply of Medication	PAD-0091-IN-MCD	10/01/2025

Policy Type			
Medical	**ADMINISTRATIVE**	Pharmacy	Reimbursement

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Table of Contents

Administrative Policy Statement 1
A. Subject 2
B. Background 2
C. Definitions 2
D. Policy 2
E. Conditions of Coverage 2
F. Related Policies/Rules 3
G. Review/Revision History 3
H. References 3

A. Subject

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 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-too-soon 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 (limited to a 30-day supply).

B. 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 is traveling to a location where a network, rostered pharmacy is not available, AND
    b. 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.

F. For members requesting a refill-too-soon supply due to permanent relocation to a new address out-of-state, the pharmacy help desk will place a single refill-too-soon override per medication (including strength) for up to a 30-day supply.

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 requested days' supply of the medication exceeds plan benefit limits (30-day supply), OR
    F. The requested medication is not a Covered product under the plan (including products that are not CMS rebateable).

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 CareSource Pharmacy Operations team. Any overrides not permitted by the pharmacy help desk will be considered at the discretion of the CareSource Pharmacy Operations team in consultation with the Markets when appropriate.

E. Related Policies/Rules

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.