



Administrative Policy Statement TRICARE

Policy Name		Policy Number	Date Effective
Lost, Stolen, Damaged, Vacation and School Supply of Medication		PAD-0090-TRICARE	01/01/2026
Policy Type			
Medical	ADMINISTRATIVE	Pharmacy	Reimbursement

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A. Subject

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

B. Background

TRICARE Prime® Demo by CareSource Military & Veterans™ 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 TRICARE Prime® Demo by CareSource Military & Veterans™ 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 TRICARE Prime® Demo by CareSource Military & Veterans™ Pharmacy Operations team. Any overrides not permitted by the pharmacy help desk will be considered at the discretion of the TRICARE Prime® Demo



by CareSource Military & Veterans™ Pharmacy Operations team in consultation with the Markets when appropriate.

E. 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	1/1/2026	
Date Archived		

F. References

N/A

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