



Issues Affecting Access to Pharmacy Services During the COVID-19 Pandemic

Gold Coast Health Plan (GCHP) is committed to ensuring that Plan members have access to all necessary medications during the COVID-19 pandemic. This document contains necessary information for pharmacies and pharmacists regarding benefit status and formulary changes made to ensure necessary access for GCHP members.

Day Supply Limits and Refill-Too-Soon Edits

- As of March 18, 2020, GCHP allows up to 90-day supplies on all maintenance medications. Quantity limits need to be adjusted to match the new day supply. If you encounter a rejection based upon a quantity that would otherwise be appropriate for a 30-day supply, please contact OptumRx at 1-855-297-2870 for an override. State that the override is related to COVID-19.
- Medications that need to be refilled for a member but are considered too soon by the pharmacy claim system, may be overridden by the pharmacy at point of sale by utilizing the submission clarification code (SCC) of 13, indicating the need for an override related to a local emergency.

Utilization Management Edits (PA, ST, QL, Age, etc.)

There are no changes in the Utilization Management (UM) requirements.

- For any overrides needed for members affected by COVID-19, please contact OptumRx at 1-855-297-2870 for an override. Be sure to state that the need for the override is related to COVID-19.

Reported Drugs with Limited Inventory in Ventura County

For any override needed for therapeutic alternatives related to drug shortages, please contact OptumRx and request an override of the alternative drug product. OptumRx will give authorizations for up to a 90-day supply of the alternative medication and GCHP will constantly monitor the drug supply for formulary changes.