



PROVIDER *bulletin*

*****URGENT*****

July 21, 2021

Dear Provider:

Currently there is an evacuation situation in the Lake Isabella/KR Valley, due to forest fires. Our members are being asked to relocate immediately. This may involve some of our members leaving their homes without their medications. You may experience members needing refills that are rejecting as “too soon.” Please help with taking the appropriate clinical steps to assist these members in getting their medications to make it through this situation. Remember our emergency policy as stated below.

During weekends, holidays, and non-business hours a pharmacy may choose to dispense enough medication (72 hours supply maximum) as an emergency supply to the member until the next working day, at the dispensing pharmacist’s discretion according to pharmacy policy and procedures. If the medication is not on the Plan Formulary, a request must be submitted for payment processing stating the emergency and medication dispensed. TAR approval is not needed for reimbursement before dispensing of 72-hour emergency supply of non-formulary drugs.

You may find it just as easy to complete a TAR for the whole month, as opposed to just 72 hours. In either case, a TAR will be needed. It will be honored. As there may be an increase in volume of TARs during this period, you may wish to loan an amount until the TAR has been authorized.

Thank you for taking care of our members and working with us as we navigate through this time of need. We hope that the disaster situation is brought under control soon, the members’ lives can have order restored, and we can return to business as usual.

Authorization submission: Please submit TARs via the Provider portal.

<https://provider.kernfamilyhealthcare.com> Contact your company’s system administrator for user access. If you are unsure who your system administrator is, please contact your Kern Health Systems Provider Relations Representative.

Sincerely,

Bruce Wearda, R.Ph.
Director of Pharmacy