

Pharmacists: How to Dispense Medicaid 72-Hour Emergency Prescription Supplies

Federal and Texas law requires that a 72-hour emergency supply of a prescribed drug be provided in situations when prior authorization is not available, and when a medication is needed without delay. The 72-hour emergency supply rule applies to non-preferred drugs listed in the Preferred Drug List that otherwise would need prescriber prior approval. The 72-hour procedure also applies to any drug requiring prior authorization due to a clinical edit. The 72-hour emergency procedure should not be used for routine and continuous overrides.

HHSC has defined an “emergency” situation as any time a prescribing provider cannot be reached and the prescription needs to be filled for any disease or medical condition, regardless of the type of medication.

A pharmacy can dispense a product that is packaged in a dosage form that is fixed and unbreakable, e.g. an albuterol inhaler, as a 72 hour emergency supply. Follow the same directions for the 72-hour emergency supply, including the submittal of a “3” in the “Days Supply” in the necessary field.

Pharmacies should submit:

- An ‘8’ in Field 461-EU ‘Prior Authorization Type Code’
- An ‘801’ in Field 462-EV ‘Prior Authorization Number Submitted’
- A ‘3’ in Field 404-D5 ‘Days Supply’ in the claim segment of the billing transaction
- In Field 442-E7 ‘Quantity Dispensed’: The quantity dispensed and submitted should equal the quantity necessary for a 3-day supply according to the directions for administration given by the prescriber with the exception of a fixed or unbreakable package.

Vendor Drug Pharmacy Resolution Call Center:

1-800-435-4165

(For pharmacy providers only)

Please do not give this number to Medicaid or CHIP clients

This information sheet has been prepared by the Houston/Harris County Covering Kids and Families Access Initiative. To learn more about the Initiative, please call the Children’s Defense Fund of Texas at 713-664-4080. **Rev. 8/2005.**