

## Pharmacy Memorandum

### RE: COVID-19 and Emergency Declaration Override Procedures

NextLevel Health is committed to improving the health of Chicago and Cook County communities. Our approach is simple, to provide needed care and support services to our Members within their communities and homes.

**Effective immediately, NextLevel Health is allowing early refills due to impacts from COVID-19.** Enter the information below to override the refill-too-soon edit:

Field #	NCPDP Segment & Field Name	Required Emergency Information for Processing
420-DK	Submission Clarification Code (SCC)	13
325-CP	Patient Zip/Postal Zone	<ul style="list-style-type: none"> <li>For natural disasters: The zip/postal code of the address from which the patient was displaced</li> <li>For COVID-19: Patient's home address zip code</li> </ul>

After submission of SCC13, claims may still reject with the following or similar message, and may need to be resubmitted with appropriate days supply:

- Reject 19: <<Plan Limits Exceeded>>
- Reject 7X: <<Disaster Max Days' Supply allowed ##>>

#### Important Notes

- The waiving of the refill too soon restriction applies to all claims **EXCEPT** those for controlled substances or specialty drugs. It applies to both retail and mail order pharmacies.
- It does not waive any other standard benefit, formulary or utilization management edits.
- It does not waive Member cost share.
- It does not waive prescriber or pharmacy restrictions.

If you have questions, call the Pharmacy Help Desk at 1.833.275.6547.

NextLevel Health values and appreciates the services you provide to our Members. Thank you for working together with us and for your continued support.