

## PROVIDER BULLETIN

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### Providers Billing Drug Claims - Refill Too Soon

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#### **Refill Too Soon Edit**

On February 21, 2018, the MO HealthNet Division (MHD) will increase the refill-too-soon (RTS) edit criteria from 75% utilization to 85% utilization. For example, prescriptions filled for a 31-day supply may be refilled no sooner than 26 days, a 30-day supply no sooner than 25 days, a 14-day supply no sooner than 11 days, and a 7-day supply no sooner than 5 days. The MHD uses RTS editing to ensure participants do not refill a prescription until they have exhausted a sufficient amount of their previous prescription of the same drug.

The MHD shall only consider RTS overrides when there has been an increase in dosage or if the prescription is lost, stolen, or damaged. The MHD shall grant an RTS override for a lost, stolen, or damaged prescription no more than once per rolling calendar year. When requesting an RTS override for a stolen prescription, a police report must be obtained and faxed to the Pharmacy Help Desk at 573-636-6470. The MHD shall grant a vacation/travel override no more than once per rolling calendar year, for a maximum of a 31-day supply.

The MHD shall not grant an RTS override if a claim denies for RTS due to pharmacy error; such as but not limited to wrong day supply, an old prescription was filled, or the pharmacy filled and mailed a prescription that the participant did not receive. If a pharmacy chooses to mail a prescription to a participant, the pharmacy assumes all responsibility if the participant does not receive the prescription. Additionally, the pharmacy shall assume all responsibility, if the prescription is damaged prior to receipt of the prescription by the participant. The MHD will require the pharmacy to reverse and resubmit the claim correctly for all pharmacy errors. Participants who increase the dose of a prescription without a doctor's authorization will not receive an RTS override.

Participants residing in a long-term care (LTC) facility are not eligible for RTS overrides for lost, stolen, or damaged medications. The facility must replace the prescription at its own cost. The MHD shall not grant RTS overrides for destroyed medications when a participant is residing in a LTC facility, has been admitted to the hospital and later returns. The facility must keep the prescription for the duration of the absence. Additionally, the MHD shall not grant an RTS override when a participant transfers from one LTC facility to another facility or home.

The MHD shall grant an RTS override, not to exceed two per rolling calendar year, per prescription needed, for children requiring a prescription for both home and school. The MHD shall require subsequent fills be dispensed under one prescription.

Failure to obtain necessary overrides prior to dispensing will result in non-payment.

**Provider Bulletins** are available on the MO HealthNet Division (MHD) website at:

<http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

**MO HealthNet News:** Providers and other interested parties are urged to go to the MHD Web site at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Managed Care Services

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

**Provider Communications Hotline  
573-751-2896**