



# An important message regarding Humana's COVID-19 response: UPDATE

## **Refill-too-soon (RTS) edits**

Humana has a process to override RTS edits during the COVID-19 outbreak public health emergency in all 50 states and ALL pharmacies.

If you receive a denied claim for a Humana member for an RTS, the claim will return the message "USE PAC 911911 for EXTENDED DSTR RELIEF." To override the RTS edit, resubmit the denied claim by providing PAC 911911 in NCPDP field **vD.0 462-EV**. Please note that other clinical and safety edits are still in place. If RTS is the only issue with the claim, the claim should adjudicate with the submission of PAC 911911. If the public health emergency is not extended beyond the end of July, Humana will notify pharmacies in a bulletin.

## **Signature log requirements and mail/delivery restrictions**

Based on Centers for Medicare & Medicaid Services (CMS) guidance permitting all Part D sponsors to voluntarily relax the plan-imposed terms and conditions related to the mailing and delivery of prescription medications, Humana will waive mail or home delivery restrictions for retail-only pharmacies for a limited time so that members can choose to receive medications from a retail-only pharmacy via mail or home delivery. The waiver will be for claims with dates of service beginning in March 2020 and for the duration of an applicable COVID-19 public health emergency declaration. Humana will notify pharmacies of a decision to end the voluntary relaxation of the standard terms and conditions related to the mailing and delivery of prescription medications. Pharmacies are still required to comply with applicable federal and state laws, including state laws requiring licensure.

We understand that obtaining a physical signature from the member or member's representative may be difficult. If you are unable to get a signature, Humana will accept point-of-sale documentation showing the date and time that the prescription was sent out for delivery for claims with dates beginning in March 2020 and for the duration of an applicable COVID-19 public health emergency declaration. Humana will continue to evaluate the waiver and will notify pharmacies in a pharmacy bulletin when it decides to end the waiver.

## **Potential drug shortages**

If a generic drug is not available, DAW 8 will allow the brand drug to process without a reimbursement penalty to the pharmacy.

## **Pharmacy audits**

In an effort to allow our pharmacy partners to continue to allocate resources where needed, Humana will be initiating new desktop audits the week of July 6 where an applicable COVID-19-related state of emergency declaration, or similar emergency status, is no longer in effect. Pharmacies will receive correspondence from Humana regarding next steps. The scheduling of on-site audits is planned to begin the week of July 27. Any

questions or concerns about pharmacy audits can be sent to [pharmacyaudit@humana.com](mailto:pharmacyaudit@humana.com).

Please note:

- Audits requested by CMS or initiated due to fraud, waste and abuse concerns are an exception.
- Claims submitted during this suspension period are not exempt from audit in the future.

**Many thanks for all you are doing to assist Humana members!**

If you have questions regarding this information, please call 1-888-204-8349.

	BIN	PCN
Non-Medicare	610649	03190000
Medicare PDP	015581	03200000
Medicare Advantage	610649	03200004
LINET	015599	05440000
CarePlus	015581	03200008