



## How do I process an early fill during the COVID-19 pandemic?

### Important:

- Whenever possible refill prescriptions **only when due** (last 10 days) and offer delivery to patients in isolation
- Fill no more than a **30-day supply** to conserve the medication supply

**Express Scripts (ESI)** suggests pharmacists to use the appropriate CPhA intervention code if a patient requires an early refill to maintain access to medications.

Examples include:

- UF - Patient gave adequate explanation. Rx filled as written.
- UN - Assessed patient, therapy is appropriate.
- UI - Consulted other source. Rx filled as written.



**Green Shield Canada (GSC)** is temporarily lifting the requirement to dispense maintenance medications as a 90-day supply. When the dispensing of an early refill to enable self-isolation is rejected, use the following intervention code:

- MK - good faith emergency coverage established



**Non-Insured Health Benefits (NIHB)** has indicated if the pharmacist decides to provide an early refill, before 2/3 of the medication is used, we may submit the claim with an override code. NIHB accepts CPhA standard intervention codes.

Examples include:

- UF - Patient gave adequate explanation. Rx filled as written.
- UN - Assessed patient, therapy is appropriate.
- UI - Consulted other source. Rx filled as written.



**Telus (AHP)** has indicated that pharmacies may override “refill too soon” if needed to support patients impacted by COVID-19. Telus has asked pharmacies to use the following intervention code:

- UI - Consulted other source. Rx filled as written.



**Claimsecure (RXP)** allows refills at 3/4 the days supply. To bypass the Maintenance Drug Program and fill 30-day supply use the intervention code “MG.”

Document the reason: “Reduced quantity to 30-days to preserve drug supply during COVID-19.”

For audit protection with all third parties it is essential to **document** the reason for using an intervention code when overriding an early refill:

**“Early fill to accommodate self-isolation for COVID-19.”**