



Pharmacy Guidance During the Declared Disaster Emergency in the State of New York over COVID-19

The following guidance is effective until the official Declared Disaster Emergency in the State of New York over COVID-19 has ended. Where practicable, practitioners and pharmacists should use these procedures for individuals in quarantine or those who have been identified by the CDC as being at a higher risk for developing serious illness from COVID-19.

90 Day Supplies & Medication Delivery

VNSNY CHOICE Total and SelectHealth will cover up to a 90-day supply for most prescription maintenance medications with a valid 90-day supply prescription. Pharmacists will be required to enter appropriate override codes and to document the Declared Disaster Emergency in the State of New York within the pharmacy's processing system. Pharmacies that choose to provide delivery to individuals quarantined may confirm receipt of the medications by the member through a phone call, text or email, in lieu of getting a signature.

Transfers

If a CHOICE member has had a prescription filled from a pharmacy that is inaccessible or if traveling to that pharmacy is not feasible, the member can obtain a new prescription/fiscal order from the prescriber or a refill of the prescription can be transferred to another in-network pharmacy (where allowed by law).

Early Refills

CHOICE will allow early refills for members in need of medications due to quarantine or outbreak at the provider's discretion. Please contact the member's pharmacy. The pharmacy will be required to enter appropriate override codes and to document the Declared Disaster Emergency in the State of New York within the pharmacy's processing system.

Quantity Supply, Prior Authorization and Step Therapy

CHOICE will allow overrides for quantity limits, prior authorizations and step therapy edits at the provider's discretion. Pharmacists will be required to enter appropriate override codes and to document the Declared Disaster Emergency in the State of New York within the pharmacy's processing system.

Have questions?

VNSNY CHOICE Total Prescribers

Please call toll free: **1-866-783-1444**

TTY for the hearing impaired: **711**

Monday – Friday, 8 am – 8 pm

SelectHealth Prescribers

Please call toll free: **1-866-469-7444**

TTY for the hearing impaired: **711**

Monday – Friday, 9 am – 6 pm

**Thank you for being part of the
VNSNY CHOICE Provider network!**

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.

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