

- ➔ All HealthChoices and Community HealthChoices Physical Health Managed Care Organizations (PH-MCOs) in Philadelphia county have—in partnership with pharmacies—implemented temporary overrides of refill-too-soon restrictions for members at the point of sale. This will enable members to obtain necessary medications earlier than the earliest refill date.
- ➔ The majority of PH-MCOs have extended the approval time for already existing prior authorizations for 60–90 days to minimize disruption during this crisis.
- ➔ Medication Delivery Services are now being offered at no charge by many local pharmacies. CVS and Walgreens are two chains offering free medication delivery to their customers during this crisis. Members should be encouraged to contact their pharmacy prior to picking up medications to minimize unnecessary commuting and exposure to COVID-19.
- ➔ In response to the COVID-19 public health emergency declared by the Secretary of Health and Human Services, the Drug Enforcement Administration (DEA) has adopted policies to allow DEA-registered practitioners to prescribe controlled substances without having to interact in-person with their patients. [Review the full guidance here.](#)
- ➔ Due to the COVID-19 emergency, the Food and Drug Administration (FDA) released critical guidance for medications with a risk evaluation and mitigation strategy (REMS). [Review the full guidance here.](#)
- ➔ Please direct your PH-MCO-specific questions to their pharmacy/special needs contact, who can be reached at the following numbers:
 - » **UPMC Health Plan:** Pharmacy Services Provider Support, 1-800-979-8762
 - » **AETNA:** Special Needs Unit, 855-346-9828
 - » **United Health Care:** 1-800-310-6826

- » **Keystone First** (Perform RX Pharmacy Benefit)
 - » **Keystone First:** 800-588-6767
 - » **Keystone First Community HealthChoices:**
866-907-7088
- » **Health Partners Plan:** Pharmacy Hotline, 215-991-4300
- » **PA Health & Wellness:** 1-844-626-6813

For general questions, please email CBH.PharmacyInitiatives@phila.gov.