

CBH has learned that several pharmacies were rendered non-operational by citywide civil unrest in recent weeks.

Below are some details to assist prescribers as they partner with CBH members to ensure continued access to medications.

- ➔ Due to the COVID-19 pandemic, Medication Delivery Services were already being offered at no charge by many local pharmacies. Members are encouraged to contact their pharmacy prior to picking up medications to minimize unnecessary commuting.
- ➔ Regional PH-MCOs are encouraging that prescriptions be filled by mail order. Prescribers in the CBH Network should remind members of this option and encourage them to contact their insurer to set it up (Philadelphia Medicaid Insurer contact information is provided on the next page).
- ➔ Regional PH-MCOs are permitting medication overrides so that patients whose prescriptions are “stuck” at closed pharmacies can obtain them from another pharmacy without barriers.
- ➔ Large chains (e.g. Walgreens) are automatically routing patients whose pharmacies were impacted to fill their medications at the nearest open chain store.
- ➔ For members who fill their prescriptions at local independent pharmacies, prescribers should contact the pharmacy prior to sending new prescriptions there, and, for already existing prescriptions, prescribers should encourage members to call the pharmacy to find out if they were affected and what appropriate next steps are advised to access members’ medications.

Philadelphia’s Department of Public Health has just released a [new webpage](#) where some real-time information on pharmacy-availability is being pulled together.

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.