



TO: Pharmacies

FROM: Washington Apple Health (Medicaid)

Molina Healthcare Emergency Fill Policy

Molina guarantees claim payment for emergency fills and will authorize rejected claims upon request if the medication was dispensed as an emergency fill.

An emergency fill occurs when a dispensing pharmacist uses their professional judgment to meet a client's urgent medical needs and dispenses medication to the client prior to receiving reimbursement from Molina.

If the dispensing pharmacist decides that the client has an urgent medical need:

- Determine the quantity necessary to meet the client's urgent medical need (up to a 7-day supply);
- Dispense the medication to the client;
- Call Pharmacy Authorizations at (800) 213-5525 and select options #1, #2, and #2 between 7:30 a.m. and 6:30 p.m.

For after-hours support, call the CVS help desk at (800) 364-6331, or fax a request to (800) 869-7791 for an emergency fill authorization.

Contact Molina within 7 days, or before filling the prescription again (whichever is sooner). Medical necessity requirements will be applied to any future fills of the same medication but will be waived to ensure payment of the emergency fill.