

Pharmacy Update

August 25, 2020

Natural Disaster Emergency Override Procedure

As a reminder, CVS Caremark® is dedicated to assisting Providers and Eligible Persons in response to emergencies resulting from natural disasters, severe weather, etc. where medical records are either destroyed or not accessible. In the event of a presidential (or other governmental) emergency declaration, CVS Caremark will allow an override code to override the refill-too-soon edit. Allowances for non-Medicare Part D plans may vary by Plan Sponsor.

Many Plan Sponsors allow pharmacies to override the refill-too-soon edit by entering the following information:

Field #	NCPDP Segment & Field Name	Required Emergency Information for Processing
420-DK	Submission Clarification Code	13
325-CP	Patient Zip/Postal Zone	The zip/postal code of patient's address from where they were displaced.

Please call the Pharmacy Help Desk if the claim continues to reject. Provider will be connected to the appropriate staff member who can provide an emergency override code per claim for an excessive utilization, or "refill-too-soon" reject. The Pharmacy Help Desk can also provide information regarding the type of medication a beneficiary was taking prior to the emergency and other pertinent information, such as prescribing physician, dosage, quantity, days supply, etc.

Call the Pharmacy Help Desk number provided in the claim response or the number as indicated on the back of member's ID card.

This update applies to:
All Network Pharmacies

State(s):
National

Line of Business:
All

Pharmacy Inquiries:
If you have questions, call the Pharmacy Help Desk number provided in the claim response or the following if one is not provided:
Commercial:
1-800-364-6331

Med D:
1-866-693-4620

Payer Sheets:
For additional claim processing information, refer to the CVS Caremark Payer Sheets at [caremark.com/pharminfo](https://www.cvs.com/pharminfo) > NCPDP Payer Sheets.

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