



Message for UCare PROVIDERS

UPDATE: Oct. 26, 2010

NOTICE

For Providers and Pharmacies serving UCare Members in Southern Minnesota and Southwestern Wisconsin re: Federal Disaster and State Emergency Declarations

Situation

On Oct. 13, the [Federal Emergency Management Agency \(FEMA\) declared 35 counties in southern Minnesota as federal disaster areas](#) due to unseasonably heavy rainfall in September that resulted in extensive flooding in that region.

The affected counties are Blue Earth, Brown, Carver, Chippewa, Cottonwood, Dakota, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Houston, Jackson, Lac Qui Parle, Le Sueur, Lincoln, Lyon, Martin, Mower, Murray, Nicollet, Nobles, Olmsted, Pipestone, Ramsey, Rice, Rock, Scott, Sibley, Steele, Wabasha, Waseca, Watonwan, Winona, and Yellow Medicine Counties.

The area had previously been under a [State of Emergency](#), as declared by Governor Tim Pawlenty on Sept. 23, 2010. Gov. Pawlenty also ordered the activation of Minnesota's Minnesota Emergency Operations Plan.

On Oct. 21, [eight counties in western Wisconsin were declared federal disaster areas](#): Buffalo, Jackson, Juneau, and Trempealeau, which are in the *UCare for Seniors* service area, and Clark, Marathon, Portage, Taylor, and Wood counties that border the *UCare for Seniors* service area to the east.

Action for all UCare members in 35 affected Minnesota counties:

In response to the State's declaration and continuing under the FEMA declaration, UCare directed our pharmacy benefit manager, Express Scripts, Inc. (ESI), to temporarily override the "refill too soon" edit at pharmacies in the 35 affected counties. That means that UCare members will be temporarily able to obtain a refill from a pharmacy in the 35 affected counties if their records, prescriptions, or unfilled prescription forms have been lost or rendered unusable due to flood-related reasons.

If a UCare member attempts to refill a prescription at a pharmacy in a county not among the 35 listed above, and the "refill too soon" edit blocks the refill at this pharmacy, pharmacy personnel can contact ESI and request a one-time override of this restriction.

Continued

Limits:

UCare members of Minnesota Health Care Programs can obtain a refill up to the limits of their coverage, with a maximum of a 31-day supply.

Members of *UCare for Seniors* Medicare Advantage can obtain a refill up to the limits of their coverage, with a maximum of a 90-day supply if that is the original prescription.

Action for UCare for Seniors members in affected Wisconsin counties and who may be served by clinics or pharmacies in the four Wisconsin service area border counties

On Sept. 27, Wisconsin Gov. Jim Doyle declared a state of emergency for seven Wisconsin counties: Buffalo, Clark, Jackson, Marathon, Portage, Trempealeau, and Wood following strong storms that caused flooding in the area.

Of these seven counties, four – Buffalo, Jackson, Juneau, and Trempealeau in the *UCare for Seniors* service area – were declared federal disaster areas on Oct. 21, as were Clark, Marathon, Portage, Taylor, and Wood counties that border the *UCare for Seniors* service area to the east.

Until further notice:

- If a member attempts to fill a prescription for a medication that has been lost or damaged due to the flooding, and the refill request is rejected with a “Refill Too Soon” message at the member’s pharmacy, the pharmacy can contact the help desk at UCare’s pharmacy benefit manager, ESI, to request a temporary prior authorization override for the member. This accommodation will be used to process claims only for affected members.
- If a member who uses ESI home delivery or CuraScript Pharmacy for his or her medications and attempts to fill a prescription for a medication lost or damaged due to the flooding, and that refill is rejected, the member can contact ESI’s Patient Care Advocate to temporarily override the rejection . This accommodation will be used to process claims only for affected members.

UCare will communicate to providers, pharmacies, and members promptly when the “refill too soon” edit is restored.

Please direct any questions to UCare’s **Provider Assistance Center: 612-676-3300 or 1-888-531-1493 (toll free), Monday- Friday, 7:30 a.m. to 5 p.m. CST.**

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UCare Provider Network Management***