Department:	Pharmacy Management	**Original Approval:**	12/14/2011
Policy No:	PM514	**Last Approval:**	05/26/2026
Policy Title:	Pharmacy Access During a Federal Disaster or Other Public Health Emergency Declaration Policy		
Approved By:	Clinical Services Leadership Team		
Dependencies:	N/A		

Purpose

The purpose of this policy is to provide guidelines for handling emergency prescription dispensing and early refill requests for beneficiaries during a federal disaster or other public health emergency response for all lines of business.

Policy

This policy applies when a Presidential major disaster or emergency declaration is issued or the Secretary of the Department of Health and Human Services (DHHS) declares a public health emergency, and the underlying circumstances are reasonably expected to result in a disruption in access to drugs. Community Health Plan of Washington (CHPW) will ensure appropriate and adequate prescription drug coverage for our beneficiaries during declared emergencies or disasters.

Community Health Plan of Washington (CHPW) partners with its Pharmacy Benefit Manager (PBM) in implementing an emergency prescription dispensing plan to ensure beneficiaries receive appropriate and adequate prescription drug coverage during declared emergencies or disasters. Table 1 lists the activities of the emergency prescription dispensing plan.

Table 1. Emergency Prescription Dispensing Plan Activities and Ownership

Activities	Performed by CHPW	Performed by PBM
Identifying and monitoring affected emergency areas via the Federal Emergency Management Agency (FEMA) and Department of Health and Human Services (DHHS) websites[1] or in advance of		X

[1] FEMA website: https://www.fema.gov/
DHHS website: http://www.hhs.gov

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Activities	Performed by CHPW	Performed by PBM
an impending disaster by State officials for a particular geographical location		
Sending an electronic communication to notify CHPW regarding affected emergency areas		X
Authorizing PBM to process emergency fills in areas where a State of emergency is declared for those geographic locations	X	
Authorizing PBM to use existing eligibility extract to process claims	X	
Authorizing the routing of customer service calls related to prescription services to PBM	X	
Implementing emergency prescription dispensing plan for all impacted areas where an emergency or disaster has been declared. a) "Refill too soon (RTS)" edits will be lifted b) Once RTS edits have been lifted, faxes will be sent to applicable pharmacies with appropriate RTS override codes		X
Sending an electronic communication to notify CHPW that PBM is invoking emergency prescription dispensing plan in affected areas.		X
Timeline for termination of an emergency prescription dispensing a) In the case of a public health emergency, emergency prescription dispensing plan terminates when the emergency no longer exists or upon the expiration of the 90-day period beginning from the initial declaration, whichever occurs first. b) In the case of major disasters or emergencies, emergency prescription dispensing plan terminates 6 weeks from the initial declaration but may be extended based on case-by-case situation by CHPW. At the end of 6 weeks, normal operations will be reinstated.		X
Sending an electronic communication to notify CHPW that normal pharmacy operation will be reinstated at the end of the emergency declaration, as specified in the FEMA or DHHS websites.		X

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List of Appendices

A. Detailed Revision History

Citations & References

CFR		
WAC		
RCW		
LOB & Contract Citation	☒ **WAHIMC** ☐ **BHSO** ☐ **Wraparound** ☐ **SMAC** ☐ **HH**	IMC Section 17.3.1.6: The Contractor shall allow up to a ninety (90) day supply as an early prescription refill for prescriptions that are lost, stolen, or destroyed once per prescription per 6-month period
	☒ **AHE**	P&P supports all LOB requirements
	☒ **MA/DSNP**	P&P supports all LOB requirements
	☒ **CS**	P&P supports all LOB requirements
Other Requirements		
NCQA Elements		
References		

Revision History

SME Review:	11/23/2011; 03/30/2012; 03/27/2013; 04/16/2014; 03/27/2015; 03/12/2019; 02/22/2019; 10/19/2020; 11/09/2021; 09/19/2022; 08/27/2023; 07/30/2024; 06/24/2025; 05/26/2026
Approval:	12/14/2011; 04/04/2012; 04/19/2013; 04/23/2014; 04/07/2015; 03/18/2016; 03/14/2017; 03/13/2018; 03/13/2019;03/06/2020; 11/09/2020; 11/09/2021; 09/22/2022; 09/05/2023; 08/05/2024; 07/01/2025; 05/26/2026

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Appendix A: Detailed Revision History

Detailed Revision History

Revision Date	Revision Description	Revision Made By
11/23/2011	New	Maria Chan
12/14/2011	Approval	MMLT
03/30/2012	Review. No changes	Eric Guyette
04/04/2012	Approval	MMLT
03/27/2013	Review. Minor changes	Reid Yamamoto
04/19/2013	Approval	MMLT
04/16/2014	Review. No changes	Steven Zona
04/23/2014	Approval	MMLT
03/27/2015	Review and no changes	Mary Eckhart
04/07/2015	Approval	MMLT
03/04/2016	Added Exchange LOB	Mary Eckhart
03/18/2016	Approval	MMLT
03/01/2017	Moved to new template	Mary Eckhart
03/14/2017	Approval	MMLT
03/02/2018	Moved to new template	Mary Eckhart
03/13/2018	Approval	MMLT
03/12/2019	Reviewed, no changes	Rashelle Heath
03/13/2019	Approval	MMLT
02/22/2019	Reviewed, no changes. Citations table updated	Rebecka Braband
03/02/2020	Departmental Approval	Yusuf Rashid
03/06/2020	Approval	CMO Cabinet
10/14/2020	Added Cascade Select LOB. Updated government website links.	Rebecka Braband
10/19/2020	Reviewed	Omar Daoud
11/02/2020	Approval	Yusuf Rashid
11/09/2020	Approval	CMO Cabinet
11/09/2021	Reviewed no updates. Approval.	Omar Daoud
11/09/2021	Approval	CMO Cabinet
09/19/2022	Reviewed, no changes	Omar Daoud
09/22/2022	Approval	CMO Cabinet
08/27/2023	Reviewed, No changes	Omar Daoud
09/05/2023	Approval	Clinical Services Leadership Team
07/30/2024	Reviewed, No changes	Omar Daoud

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08/05/2024	Approval	Clinical Services Leadership Team
06/24/2025	Reviewed , no changes	Omar Daoud
07/01/2025	Approval	Clinical Services Leadership Team
05/26/2026	Reviewed, no changes	Omar Daoud
05/26/2026	Approval	Clinical Services Leadership Team

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