



**AmeriHealth Caritas**<sup>™</sup>

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# New Hampshire

**To:** AmeriHealth Caritas New Hampshire Pharmacy Providers  
**Date:** October 26, 2021  
**Subject:** 72-Hour Emergency Supply for Pharmacy Prior Authorization Drugs

**Summary: Pharmacies should dispense a 72-hour emergency supply of medications denied due to prior authorization while awaiting determination.**

AmeriHealth Caritas New Hampshire wants to avoid delays in getting our members' medicines. If a prescribed drug is denied due to prior authorization (PA), your member can get a 72-hour emergency supply of the drug while we reconsider covering it or making a medical necessity (MN) determination.

Federal law requires us to provide a 72-hour emergency supply to avoid interrupting or delaying treatment. All participating pharmacies are authorized to provide a 72-hour supply of medication while awaiting a PA or MN determination.

### **There are exceptions to this policy**

There are times when we cannot provide a 72-hour emergency supply:

1. When the medication is not classified as "Safe and Effective".
2. When the medication belongs to a noncovered therapeutic category (e.g. cosmetic agents, infertility treatments) as outlined by New Hampshire Department of Health and Human Services.
3. When using the medication could worsen the member's condition or cause a bad drug interaction.
4. When using the medication for a short time and then stopping could be harmful.

The 72-hour supply does not guarantee the member's medication will be approved after a PA or MN determination. The pharmacy will be paid for dispensing this 72-hour supply even if the medication is ultimately denied.

### **Questions?**

Please do not turn members away. Please contact AmeriHealth Caritas New Hampshire provider pharmacy services with any questions at **1-888-765-6394 (TTY 1-855-809-9206)**.