

STATE OF NEVADA

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**MEMORANDUM 17-21**

**DATE:** December 15, 2017  
**TO:** Ryan White Part B Staff and ADAP Providers  
**FROM:** M. Thomas Blissett, ADAP Coordinator  
**RE:** **Lost/Stolen and Vacation Overrides Procedure**

On September 1, 2017 our Pharmacy Benefits Management provider contract changed from OptumRx to Ramsell Corporation (Ramsell). As part of this contract, Ramsell, with approval from the Office of HIV/AIDS (OHA), will handle all overrides for lost, stolen, and vacation requests.

The process for requesting overrides, related to lost/stolen or vacation, will have to be initiated at the pharmacy level. When a pharmacy submits a claim to Ramsell and they receive a rejection code of "refill too soon" the pharmacy will need to submit a request for an override. In order for an override to be approved by OHA, a client must be eligible to receive AIDS Drugs Assistance Program (ADAP) services in the month(s) they are requesting services. Steps for each are listed below:

**Lost/Stolen medication:**

Ramsell has been given the authority by OHA to allow for one (1) Lost/Stolen medication override per calendar year on all prescribed medications, **excluding narcotics**, on the ADAP formulary. Regardless if the medication is lost or stolen, the client will only be given one (1) override per calendar year. There is no limit to the number of medications that can be included in this override; but only one (1) override will be given in a calendar year.

**Vacation Medications:**

OHA will not allow for a vacation override. OHA currently allows for a 90-day supply of medication only if a 90-day prescription is written by the medical prescriber. For health insurance clients, out-of-state on vacation seeking medication assistance, OHA has given Ramsell the authority to approve these claims. Health Insurance clients will need to utilize their Health Insurance's Pharmacy Network and OHA will continue to cover the copayment as long as the client is eligible for services.

Clients have the right to appeal any determination made concerning a denial for lost/stolen or vacation overrides. All appeals will need to be emailed to M. Thomas Blissett, ADAP Coordinator at [michaelblissett@health.nv.gov](mailto:michaelblissett@health.nv.gov), no later than five (5) working days after notification of a denial determination. The appeal process can take up to seven (7) working days.