



Nevada Office of HIV

Ryan White Part B Program and NMAP

Early Refill of Lost or Stolen and Vacation Override Procedure for Medication

SCOPE OF COVERAGE

The early refill for lost, stolen or vacation override procedure for medication applies to any client within Ryan White Part B and/or Nevada Medication Assistance Program (NMAP).

BACKGROUND

On July 1, 2022, our Pharmacy Benefits Management provider contract changed from Ramsell Corporation to Magellan Medicaid Administration, Inc, (MMA). As part of this contract, MMA, with approval from Office of HIV (OoH), will handle all overrides for lost, stolen and vacation request.

INSTRUCTIONS

The process for requesting overrides, related to early refills for lost, stolen or vacation will have to be initiated at the pharmacy level. When a pharmacy submits a claim to MMA, and they receive a Deny code of “Early Refill” the pharmacy will need to submit a request for an override. For an override to be approved by OoH, a client must be eligible to receive NMAP services in the month(s) they are requesting services. Steps for each are listed below:

Lost/Stolen Medications:

MMA has been given the authority by OoH to allow for one (1) Lost/Stolen override once per drug; per calendar year, on all prescribed medications, **excluding narcotics**, on the NMAP formulary. Regardless of the medication being lost or stolen, the client will only be given one (1) override once per drug, per calendar year.

Vacation Medications:

Insured Clients

- OoH currently allows for a 90-day supply of medication only if a 90-day prescription is written by the medical prescriber.
- Insured clients will need to utilize their Health Insurance’s Pharmacy Network and OoH will continue to cover the copayment if the client is eligible for services.
- If Health Insurance’s Pharmacy Network does not allow for vacation medications, insured clients will need to reach out to NMAP for an exception.
- For insured clients, out-of-state on vacation seeking medication assistance, clients will need to reach out to NMAP to ensure clients are eligible to receive services before authorization will be given to Magellan to approve these claims.

Uninsured Clients

- OoH currently only allows for a 30-day supply of medication.
For uninsured clients, out-of-state on vacation seeking medication assistance, clients will need to reach out to NMAP to ensure clients are eligible to receive services before authorization will be given to Magellan to approve these claims.

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 Sarah Cowan, NMAP Coordinator at scowan@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.



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