IMPORTANT INFORMATION REGARDING
Gold Coast Health Plan Members Impacted by Fires in Ventura County, California

Effective Date: 12/05/2017

Gold Coast Health Plan
BIN: 610011
PCN: GCHP

In response to the current emergency situation related to the fires within Ventura County, California, OptumRx is communicating the following information to ensure continuity of care for members.

If a member indicates that they are impacted by the current fires in the area, as an Optum Network Pharmacy, you should:

• Attempt to adjudicate prescriptions on-line to OptumRx following the normal claim submission process
• The ‘Refill Too Soon’ edit has been temporarily removed to assist in members receiving medications
• Additional overrides may be provided on a case-by-case basis to ensure medications are available to members that may continue to be impacted by the emergency by calling OptumRx Help Desk 1-855-297-2870 24 hours a day 7 days a week

OptumRx is committed to ensuring all patients receive their routine maintenance medication and are not impacted by rejected claims (e.g. lost supply). Questions should be directed to our Help Desk and escalated issues to our Provider Relations teams at the cited numbers below.

TO REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.

Should you have any questions or require assistance, please contact the OptumRx Help Desk:
Pharmacy Help Desk: (855) 297-2870 (24 hours a day, 7 days a week)

For questions regarding this communication call:
Provider Relations (877) 633-4701 or e-mail provider.relations@optum.com

Please distribute immediately.

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Guidelines for the Emergency Dispensing of Dangerous Drugs and Devices

California Pharmacy Law provides that a pharmacist may in good faith furnish a reasonable supply of dangerous drugs/devices to patients in emergency conditions without a prescription. (California Business and Professions Code sections 4062 and 4064 and Health and Safety Code 11167)

The Board of Pharmacy recognizes that patients relocated from the Gulf Coast to California may have been prescribed chronic medications but may be unable to produce prescription documents for dispensing purposes.

To enable these patients to obtain medications needed to prevent the loss of life, intense suffering or interruption in therapy, the board advises pharmacists to exercise their professional judgment on whether to provide a reasonable quantity of medications to prevent untoward symptoms resulting from a lapse in therapy.

To establish the legitimacy and accuracy of the requested medications, the pharmacist may want to consider the following:

- Is the original prescription container(s) available?
- Does the patient have any written prescriptions with him or her?
- Can a prescriber with knowledge about the patient be reached?
- Can the dispensing pharmacy be contacted?

Other options to assist the patient can include a referral to an urgent care center for evaluation and new prescriptions, or to the local county emergency medical services center for a listing of available medical services in the area.

When dispensing medications in an emergency situation, records must be maintained that include the name of the patient, the patient’s local address, the name of the prescriber, and the name, strength, dose, directions, and quantity of the medication(s) and dangerous devices dispensed and the date dispensed.