IMPORTANT INFORMATION REGARDING

Hawaii Emergency Refill Process No Longer in Effect
Kaiser Permanente Members

Effective 08/11/2018

Please be advised, the previously announced Emergency Refill Process (below) is no longer in effect.

In response to the current emergency situation in the Hawaii region, Kaiser Permanente has approved the following immediate action to ensure continuity of care for members.

If a Hawaii Kaiser Permanente member indicates that they are impacted by the current emergency situation due to Volcanic Activity on the Island of Hawaii in the State of Hawaii, as an Optum Network Pharmacy, you should:

- Adjudicate prescriptions on-line to Optum following the normal claim submission process
- Claims that reject with messaging, ‘Refill Too Soon,’ may be overridden by Optum’s Pharmacy Assistance Center
  - Optum Pharmacy Assistance Center telephone number: 1-888-277-3917, 24 hours a day, 7 days a week
- Additional overrides may be provided on a case-by-case basis to ensure medications are available to Kaiser Permanente members that may continue to be impacted by the emergency
- Kaiser Permanente members expressing concern or those indicating an inability to pay for their prescriptions should be instructed to call Kaiser Permanente’s Member Services Department
  - Member Services Department at: 1-800-805-2739, seven days a week, 8:00 AM HST to 8:00 PM HST

If you would like additional information, you may call Optum’s Network Administration Department.

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, 24 hours a day, 7 days a week:

Help Desk phone numbers:
- Optum Network Administration Department: (877) 459-8477 (Voicemail)
  - Fax: (888) 258-1412
  - HTPharmacyNetwork@optum.com

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

Thank you for your continued support. Please distribute immediately.