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MEMORANDUM (DMS-06)

To: Pharmacists and Prescribers
From: Division of Medical Services (DMS)
Date: March 23, 2020
Re: Allowance of Early Refills during COVID-19 Outbreak

Amended May 26, 2020

This guidance ends on August 1, 2020.

In response to the COVID-19 outbreak in Arkansas, DMS is allowing early refills of non-controlled drugs. This will reduce out-of-house travel to pharmacies to refill prescriptions and honor shelter-in-place and social distancing requirements put in place by the Governor during the COVID-19 outbreak and the declaration of public health emergency.

Beginning March 23, 2020, to bypass early refill edits, a pharmacist can enter ER at the DUE level at point of sale. This also includes the "refill too soon" accumulation logic from all non-controlled medications. Below are the professional codes that the Pharmacy Provider can use to override the Early Refill Alert:

- Response for Service Code: ER
- Professional Service Code: M0, P0, or R0
- Result of Service: 1A, 1B, 1C, 1D, 1E, 1F, 1G, 2A, or 2B

This edit will be relaxed until April 30, 2020, to allow for early refills during this time that school is out of session and people are not able to get to the pharmacy for additional medication.

To ensure quality and consistency of care to Medicaid beneficiaries, DMS will coordinate with the Office of the Medicaid Inspector General (OMIG) to conduct retrospective reviews and audits of early refills dispensed during this time. Please keep all records of services as required by Medicaid physician billing and telemedicine rules.