CareOregon Pharmacy
Medicare benefit changes in response to COVID-19
Updated 4/15/20

The CDC recommends that people have at least a two-week supply of medications on hand. The following changes have been made to our pharmacy benefit to help ensure our members can get their medications:

Refills
- Early refills are allowed.   - Opioid prescription limits and safety checks will remain in place.

Extended-day supply
- Prescriptions can be filled for up to a 90-day supply as usual. Please consider how much supply is truly necessary to ensure medication shortages are kept to a minimum.   - Quantity limits will still apply, for safety reasons. We will continue to evaluate as needs change.

Mail
- Many pharmacies are offering delivery or mail service.   - CareOregon Advantage also partners with two mail-order pharmacies: OHSU and OptumRx. There are links on the member page to sign up: https://www.careoregonadvantage.org/member-resources/find-a-pharmacy

Prior authorization
- All medications that have a current authorization on file will have the expiration date extended by six months.   - Prior authorization requirements will be turned back on. If you prescribed a medication during the period that PA was lifted, you may need to submit a PA request to continue therapy. Providers and members will receive a letter with instructions.   - PA requests can now also be submitted electronically in addition to fax. Send the PA request form and any chart notes to pharmacyPArequest@careoregon.org

Medication Shortages
- CareOregon is monitoring medication shortages via contacts with local pharmacies and review of the FDA medication shortage list. We will act on them as necessary and appropriate.   - If a patient of yours is having trouble filling their medications and you have already worked with their local pharmacy with no success, please call Pharmacy Customer Service at 503-416-4100. You will be asked to provide specifics such as medication name, strength and dosage form, the specific pharmacy called, and member information.

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