

SFHP has expanded the pharmacy benefit to help our members stay healthy in the COVID-19 emergency. Below is a FAQ to help providers navigate SFHP's pharmacy benefit during this time. Thank you for helping all those in need of your services during this challenging time. Your work is essential to maintaining public safety and health.

How does a pharmacy submit a prescription claim for a SFHP member?

- The pharmacy can submit the prescription claim using the following codes:
 - For SFHP-Medi-Cal, Healthy Kids HMO and Healthy Workers HMO members:
 - BIN: **600428**
 - PCN: **06300000**
 - The SFHP member ID number including the **01 (e.g. XXXXXXXXXX01)**
 - The Group number is not necessary
 - Please Note: Medi-Cal is always the payer of last resort and must be billed as secondary if any other prescription drug coverage exists.
 - Medi-Medi (Dual eligible) *Medicare is primary and SFHP Medi-Cal is secondary
 - BIN: **600428**
 - PCN: **06300000**
 - The SFHP member ID number including the **01(e.g. XXXXXXXXXX01)**
 - The Group number is not necessary
 - Please Note: That SFHP Medi-Cal can only be billed for drugs that are excluded from Medicare.

Is our Pharmacy in the SFHP Network?

- SFHP has a network of over 450 pharmacies in San Francisco and the five surrounding counties: Alameda, Contra Costa, Marin, Santa Clara and San Mateo. Our online searchable pharmacy directory to find a pharmacy can be found here: <http://www.sfhp.org/providers/formulary/find-pharmacy/>

My Pharmacy is not in the SFHP Network and I an SFHP member needs to fill medications but cannot travel to a SFHP Network pharmacy because of the corona virus (COVID-19) emergency.

- If you have the medication(s) in stock, call our PBM - PerformRx at (888) 989-0091 to request an Out-Of-Network override for non-opioid medications.

When can a member pick-up a refill of their medications?

- Refills are allowed when 75% of the prior prescription has been used, except for opioid pain medications where refills are allowed when 90% of the medication has been used.
- **If a SFHP member is impacted by the Corona Virus (COVID-19) emergency and requires an early prescription refill, call our PBM-PerformRx at (888) 989-0091 to request an early-refill override.**
- **If you offer free delivery services, please offer to deliver the medications.**

Can a member pick-up more than a 30 day supply of their prescription medications?

- **SFHP encourages pharmacies to fill a 90 day supply of chronic medications if possible.**
- For most medications used to treat chronic conditions, SFHP encourages members to get up to a 90 day supply of medications with each prescription fill as allowed by the prescription written by the provider. Examples include but are not limited to antidiabetic medications including insulin, anticonvulsants, anticoagulants, antidepressants, antihyperlipidemics, antihypertensives, and inhaled steroids.
- A 30 day supply only is allowed for all opiate medications. Up to a year supply of self-administered hormonal contraceptives (i.e. up to 364 pills, 12 vaginal rings, and 36 patches) is allowed with patient request and a valid prescription for the correct quantity.

A SFHP member is impacted by the Corona Virus (COVID-19) emergency and is under quarantine, self-quarantined, or avoiding unnecessary exposure events.

How can your pharmacy help?

- **If you have delivery services, please arrangement delivery for SFHP members.**
- **If you have a shortage of medication, please help SFHP locate another pharmacy that has the medication in stock and arrange for delivery.**
 - **If the shortage cannot be relieved at a reasonable time for the member's need, please contact the doctor for a new prescription for an alternative medication and call us for an override for an alternative medication, if it's needed.**
- **If the member is out of refills of their current medication, please contact the doctor for a new prescription.**

- **If you do not offer delivery, please transfer the member's prescriptions to a CVS or Walgreens so they can arrange for a delivery.**

What medications are covered by SFHP?

- Use our online searchable formularies to check the coverage and formulary alternatives for each medication. Our online searchable formularies can be found here:
www.sfhp.org/providers/formulary/sfhp-formulary/

When can a SFHP member refill their medications?

- Refills are allowed when 75% of the prior prescription has been used, except for opioid pain medications where refills are allowed when 90% of the medication has been used.
- **If our member is impacted by the Corona Virus (COVID-19) and need their prescription refills early, call our PBM, PerformRx, at (888) 989-0091 to request an early-refill override.**

How can I request a prior authorization for a restricted medication for a SFHP member?

- SFHP Pharmacy prior authorization requests can be submitted in one of three different ways:
 1. Fax: Download a Prior Authorization Request Form and fax to **1(855) 811-9331** for both standard and urgent requests. Urgent requests should be clearly labeled **"URGENT"** at the top of the prior authorization request form.
 2. Call: Pharmacy Benefits Manager (PBM) PerformRx at **1(888) 989-0091** to submit a verbal request.
 3. Online: Submit using the Online Pharmacy Prior Authorization Request Form.
- Our prior authorization request forms can be found here:
<http://www.sfhp.org/providers/formulary/prior-authorization-requests/>

How can I check the status of a prior authorization request?

- Contact our PBM- PerformRx at **(888) 989-0091** if you have not yet received a faxed notice of action. Most prior authorization requests are completed within 24 hours of receipt with a notice of action immediately sent to the requestors fax number. If the pharmacy's fax number is included on the prior authorization request form, the pharmacy may also receive a faxed notice of action.

Can a pharmacy fill an emergency supply of medication for a SFHP member who needs urgent access to a restricted medication?

- For urgently needed medications, the pharmacist can fill a five (5) day supply of most restricted formulary medications without an override up to twice per year per prescription. If more than two emergency supply fills are needed or more than a five day supply is needed, the pharmacist can contact our PBM-PerformRx at **(888) 989-0091** to request an emergency supply override.

I have a SFHP member who needs access to hygiene aids. What is covered by SFHP?

- **For this emergency, Over-the-counter ethyl alcohol 70% solution is available with the quantity limit of 1920ml per 30 days.**
- **We may expand our benefit to other supplies as we monitor for such needs.**

How does a pharmacy process a prescription claim for a newborn?

- The pharmacy must create a profile using the following information:
 - Name: Child's name
 - Date of Birth: Mother's DOB
 - Gender: Female (to reflect the mother's coverage)
 - SFHP member ID number: Mother's SFHP member ID number
- For claims rejected due to age restrictions (example: over the counter vitamins/supplements), the pharmacy must call our PBM-PerformRx at **(888) 989-0091** to get a temporary override for the age restriction.
- Pharmacies can use this billing process for newborns up to 2 months after birth.
- The parents must report the birth to Medi-Cal or San Francisco Health Plan within 2 months after the birth.

When the birth is reported to Medi-Cal or San Francisco Health Plan, an ID card will be issued specifically for the newborn.

How does a pharmacy process a prescription claim for newborn twins?

- The pharmacy must create a profile for each child using the following information:
 - Name: Child's name
 - Date of Birth: Mother's DOB
 - Gender: Female (to reflect the mother's coverage)
 - SFHP member ID number: Mother's SFHP member ID number
- If the twins are getting the same prescription, the pharmacy will then have to contact our

PBM-PerformRx at **(888) 989-0091** to get a one-time override to bypass the 'refill too soon' rejection message.

How does a pharmacy reverse a prescription claim for a SFHP member?

- SFHP requires prompt claim reversals on return-to-stock and other reversed claims. All reversals must be processed within 30 days of the original fill.
- Contact your pharmacy software vendor and you are unable to reverse a claim. Contact our PBM-PerformRx at **(888) 989-0091** if additional assistance is required.

For More Information:

Call our PBM-PerformRx: (888) 989-0091 for all Pharmacy questions including Prior Authorizations

Visit the SFHP Website: www.sfhp.org

Call SFHP Customer Service Monday – Friday 8:30am – 5:30pm at (415) 547-7800 or call (415) 547-7830 for TTD/TTY services for people who are Deaf, Hard-of-Hearing or have Speech Disabilities