



Washtenaw Health Plan at Health Services Access  
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Website: <http://whp.ewashtenaw.org>

## **Washtenaw Health Plan Non-Business Hours Procedure for Prescription Drug Override Authorization**

### **The pharmacy will:**

- 1) Call Trinity Health Telemanagement, phone (800) 231-2211, to request an override (approval of a non-Formulary prescription drug) during non-business hours including evenings, weekends and County holidays.
- 2) Receive authorization via phone from Trinity Health Telemanagement. Dispense medication out of pharmacy stock in the amount as authorized to the WHP member (medication amount may be a partial fill of prescription). Apply WHP's usual requirements for co-payments from members.
- 3) After receiving notice on the next business day from the WHP Nurse Coordinator that the drug override has been approved, submit a claim to the Pharmacy Benefits Manager (PBM) to obtain reimbursement.

### **Trinity Health Telemanagement will:**

- 1) Verify that the client is enrolled in WHP (Plan A or Plan B) using Encompass. Trinity Health Telemanagement may approve overrides only for WHP members assigned to SJMHS, and for prescriptions written only by SJMHS providers.
- 2) Using clinical judgment, approve override of non-Formulary prescription drugs including those that will:
  - a. Prevent life-threatening or detrimental effects on the member's health if declined, e.g., cardiac medications, anti-hypertensive medications, anti-epileptic medications, antibiotics, anti-coagulants; and/or
  - b. Allow members to be discharged from inpatient hospitalizations thus avoiding additional days of hospitalization.
- 3) Authorization should be for enough medication to get the client through to the next business day at noon. A maximum of a three day supply can be authorized.

### **If override is approved:**

- a. Inform the pharmacy via phone and provide the authorization number;
- b. Complete the override authorization form;
- c. Fax override authorization form to WHP Nurse Coordinator at (734) 544-6726;

### **If override is denied:**

- a. Inform the pharmacy via phone;
- b. Complete the override authorization form;
- c. Fax override authorization form to WHP Nurse Coordinator at (734) 544-6726

### **WHP Nurse Coordinator or Designee will:**

- 1) Check the fax machine every business day morning for overrides approved/denied during non-business hours.
- 2) Call the PBM to authorize overrides. Ask PBM to notify the participating pharmacy of the override approval.
- 3) Follow up on approved/denied overrides.