

CCHP Pharmacy Benefit

Corona Virus (COVID-19)

Frequently Asked Questions



1. How and where can I pick up my prescriptions?

- Pharmacies are essential businesses and will remain open during the Corona Virus (COVID-19) emergency. **Call your pharmacy EARLY to request your prescription refills. This will help to make sure that they have your medications in stock.**
- If you need to select a new pharmacy, a list of CCHP network pharmacies can be found on the CCHP website at: <https://cchealth.org/healthplan/provider-directory.php>. Or you can call the CCHP Pharmacy Unit at 925-957-7260 (option #1). We can help you find a network pharmacy that is convenient for you.
- Show your CCHP ID Card to the pharmacy representative at your preferred pharmacy to pick up your prescriptions.

2. I can't leave my house due to the Corona Virus (COVID-19) emergency. How can I get my prescriptions?

- Many pharmacies in the CCHP network are providing free delivery (and/or mail) services during the Corona Virus (COVID-19) emergency.
- **Free delivery services are available from: Walgreens pharmacies, Rite Aid pharmacies, and many independent pharmacies in the CCHP network.**
- Call your pharmacy to discuss possible delivery options. If you still have questions, please call the CCHP Pharmacy Unit at 925-957-7260 (option #1) to discuss.

3. Can I pick-up more than a 30-day supply of my prescription medications?

- **Yes. CCHP encourages you to fill a 90-day supply of your chronic medications if possible.**
- For most medications used to treat chronic conditions (blood pressure, cholesterol, diabetes, etc.), CCHP allows members to get up to a 90-day supply if your doctor writes the prescription to allow it.
- All controlled substances (pain medications, sleep medications, sedatives, etc.) are limited to a maximum 30-day supply per prescription.

4. When can I pick-up a refill of my medications?

- For non-controlled substances, refills are allowed when 75% of the prior prescription has been used (day 23 of a 30-day prescription). For controlled substances, refills are allowed when 90% of the medication has been used (day 27 of a 30-day prescription).
- During the Corona Virus (COVID-19) emergency CCHP has relaxed the requirements for early refills. **If you need your prescription(s) refilled early, contact your pharmacy. Have them call the CCHP Pharmacy Unit at (925) 957-7260 to request an early-refill override.**

5. My prescription was lost/damaged/stolen, what do I do?

- If you are under quarantine because of the Corona Virus (COVID-19) emergency and do not have access to your regular medications, **have your pharmacy call CCHP at (925) 957-7260 (option #1) to request a replacement fill.**
- If your original prescription is out of refills, you will need to get a new prescription from your doctor.
- Please Note: for controlled substances, your doctor may also have to approve a replacement refill.

6. I have a new prescription for a medication that I need urgently. What do I do?

- First talk to your pharmacist. They will likely be able to fill your prescription without any problems. The pharmacist at your preferred pharmacy also has the ability to fill up to a five (5) day emergency supply of any medication for you urgently.
- Ask your preferred pharmacy to call the CCHP Pharmacy Unit at (925) 957-7260 (option #1). They can offer assistance filling the five day emergency supply of your medications.

7. I'm outside of Contra Costa County and have a prescription that I need to fill. How do I get my prescriptions filled when I'm outside of the county?

- **CCHP Medi-Cal members are eligible to fill prescriptions at Walgreens and Rite Aid stores throughout California. CCHP Commercial Plan members can fill prescriptions at Walgreens and Rite Aid stores throughout the entire United States.** If you are outside of Contra Costa County because of the Corona Virus (COVID-19) emergency and cannot go to a CCHP network pharmacy, ask any out-of-network pharmacy to call PerformRx at (877) 234-4269. Ask for an out-of-network emergency override, or call the CCHP Pharmacy Unit at (925) 957-7260 (option #1) to discuss.

8. Does CCHP cover medications used to treat or prevent COVID-19 infection?

- There aren't currently any medications approved by the Food & Drug Administration (FDA) to treat or prevent COVID-19 infections. Medications such as azithromycin, chloroquine, and hydroxychloroquine (as well as others) are not FDA approved to treat or prevent COVID-19 infection.
- CCHP WILL NOT pay for medications used to prevent COVID-19 infection. If you have already tested positive for COVID-19, CCHP WILL pay for medications requested by your doctor through the prior authorization process.
- **Please DO NOT ask your doctor for a prescription for any medications to be used to prevent COVID-19 infection. CCHP will not pay for them. Additionally, using medications for this unproven purpose strains the medication supply. It also puts others at risk of not being able to get these medications when they need them.**

9. Who do I call to check the status of my Prior Authorization?

- Contact the CCHP Pharmacy Unit at (925) 957-7260 (option #1).

10. Who should I contact for more information?

- Please contact the CCHP Pharmacy Unit with any questions. Staff are available to answer your questions Monday through Friday from 8:00am to 5:00pm at (925) 957-7260 (option #1).