1. How and where can my patient’s pick up their prescriptions?
   o Pharmacies are essential businesses and will remain open during the Corona Virus (COVID-19) emergency. **Please remind patients to call their pharmacy EARLY to request their prescription refills. This will help to make sure that they their medications are in stock.**
   o If a patient needs 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](https://cchealth.org/healthplan/provider-directory.php). Or patients can call the CCHP Pharmacy Unit at 925-957-7260 (option #1). We can help them find a network pharmacy that is convenient for them.
   o Remind patients to show their CCHP ID Card to the pharmacy representative at their preferred pharmacy when picking up their prescriptions.

2. I have patients that can’t leave their house due to the Corona Virus (COVID-19) emergency. How can they get their prescriptions?
   o Many pharmacies in the CCHP network are providing free delivery (and/or mail) services during the Corona Virus (COVID-19) emergency.
   o **Free delivery services are available from: Walgreens pharmacies, Rite Aid pharmacies, and many independent pharmacies in the CCHP network.**
   o **Patients should call their pharmacy to discuss possible delivery options.** If they still have questions, please have them call the CCHP Pharmacy Unit at 925-957-7260 (option #1) to discuss.

3. Can I prescribe more than a 30-day supply of medications for my patients?
   o **Yes, CCHP encourages you to prescribe 90-day supplies of chronic medications if possible.**
   o For most medications used to treat chronic conditions (blood pressure, cholesterol, diabetes, etc.), CCHP allows members to fill a 90-day supply if the Rx is written as such by the provider.
   o All controlled substances (pain medications, sleep medications, sedatives, etc.) are limited to a maximum 30-day supply per prescription.

4. When can patients pick-up their refills?
   o Traditionally, 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).
   o During the Corona Virus (COVID-19) emergency CCHP has relaxed the requirements for early refills. **If patients need prescription(s) refilled early, have them contact their pharmacy – their pharmacy may call the CCHP Pharmacy Unit to request an early-refill override.**

5. My patient’s prescription was lost/damaged/stolen, what should I/they do?
If patients are under quarantine because of the Corona Virus (COVID-19) emergency and do not have access to their regular medications, they should have their pharmacy call CCHP at (925) 957-7260 (option #1) to request a replacement fill.

If the original prescription is out of refills, you will need to send a new prescription to the pharmacy.

If the prescription is for a controlled substances, you may also have to approve the early refill.

6. My patient has a new prescription that they need urgently. What should I/they do?
   - First have the patient talk to their pharmacist. They will likely be able to fill the prescription without any problems. The pharmacist at their preferred pharmacy also has the ability to fill up to a five (5) day emergency supply of any medication urgently.
   - If problems arise, ask the pharmacy to call the CCHP Pharmacy Unit at (925) 957-7260 (option #1). We can offer assistance using the five day emergency supply policy.

7. My patient is outside of Contra Costa County and has a prescription that they need to fill. How do they get their prescriptions filled when they’re 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 a patient is outside of Contra Costa County because of the Corona Virus (COVID-19) emergency and cannot go to a CCHP network pharmacy, they can ask any out-of-network pharmacy to call PerformRx at (877) 234-4269 and ask for an out-of-network emergency override. Or they can 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, ivermectin, colchicine, 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 a patient that has already tested positive for COVID-19, CCHP WILL pay for most medications through the prior authorization process.
   - Please DO NOT prescribe 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 and puts others at risk of not being able to get these medications when they need them.

9. Who should I call to check the status of Prior Authorization requests?
   - 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).