



72-Hour Supplies

If Superior cannot provide a response to a prior authorization (PA) request for a non-preferred or clinical prior authorization edit within 24 hours after receipt, or the prescriber is not available to make a PA request because it is after the prescriber's office hours and the dispensing pharmacist determines it is an emergency situation, Superior permits the pharmacy to dispense a 72-hour supply of the drug. In this context, an emergency situation includes a situation in which, based on the dispensing pharmacist's judgement, a member may experience a detrimental change in their health status within 72 hours from when the pharmacy receives the prescription due to the inability to obtain the drug.

It is important to note, pharmacies should not use 72-hour emergency supplies routinely and continuously to avoid the PA process. Exceptions to the 72-hour supply include Hepatitis C drugs, situations where the local pharmacist determines the drug is not appropriate for emergent use, the PA was reviewed and denied, or the drug is not covered by the Vendor Drug Program formulary.

To request a 72-hour supply of drug, please contact Envolve Pharmacy Solutions at 1-800-460-8988.