



TO: Pharmacies

FOR: Washington Apple Health (Medicaid)

**Molina Healthcare Emergency Fill Policy**

Molina guarantees claim payment for emergency fills and will authorize rejected claims upon request if the medication was dispensed as an emergency fill.

An emergency fill occurs when a dispensing pharmacist uses their professional judgment to meet a client's urgent medical needs and dispenses medication to the client prior to receiving reimbursement from Molina.

If the dispensing pharmacist decides that the client has an urgent medical need, the pharmacist should:

- Determine the quantity necessary to meet the client's urgent medical need (up to a 30-day supply)
- Document on the prescription or member record that the emergency fill policy was used, the pharmacist's initials and date of use.
- Dispense the medication to the client; and
- Request an emergency fill authorization as follows:  
(Be sure to contact Molina within 7 days, or before filling the prescription again – whichever is sooner)

**Between 7:30 a.m. – 6:30 p.m.**

Call Pharmacy Authorizations at (855) 322-4082 between 7:30 a.m. and 6:30 p.m.

**After Hours**

Call the CVS help desk at 888-234-0837 w/Opt 1,2,3 for Apple Health (IMC) or 833-251-9738 w/Opt 1,2,3 for Apple Health Expansion or fax a request to (800) 869-7791 for an emergency fill authorization.

**Note:** Medical necessity requirements will be applied to any future fills of the same medication but will be waived to ensure payment of the emergency fill.