



The news about Coronavirus (COVID-19) is circulating faster in today's information-centric world than we can keep up with. Take comfort in knowing Citizens Rx is closely monitoring current developments and will share essential updates with our clients as they become available. As COVID-19 continues to impact areas across the country, it's crucial we take the appropriate steps to protect ourselves and the communities we work in, live in, and enjoy.

### **The Facts About COVID-19**

Human coronaviruses may cause infections of the lower respiratory tract, such as pneumonia or bronchitis, most often in people with cardiopulmonary disease, people with weakened immune systems, infants and the elderly. Patients with COVID-19 display symptoms associated with respiratory infections, such as fever, cough and shortness of breath. These symptoms may appear 2-14 days after exposure.

### **Prescription Drug Refill Authorizations**

The immediate risk to the American public is perceived to be low with the Centers for Disease Control and Prevention encouraging people at higher risk (e.g., older adults, people who have serious chronic medical conditions) to stay at home as much as possible. Out of concern for our patients, your members, Citizens Rx and PraxisRx home delivery pharmacy will adjust the refill threshold and accommodate expedited shipping when possible to ensure patients remain compliant with their medication regimen and are prepared for any unforeseen medication shortages. Additionally, Citizens Rx will allow administrative overrides and clinical authorizations to accommodate medication access.

### **Potential for Medication Shortages**

U.S. pharmacies may be in short, limited or depleted inventory due to reduced medication production and distribution from countries impacted by COVID-19. PraxisRx mail order pharmacy is prepared to address these potential medication shortages and may dispense a one-time emergency refill up to a 90-day supply if:

- The pharmacist has all prescription information necessary in order to accurately refill the prescription;
- In the pharmacist's professional opinion, the medication is essential to the maintenance of life or to the continuation of therapy;
- The pharmacist reduces the information to a written prescription marked "Emergency Refill", files the prescription as required by law and notifies the prescribing physician within 15 days of the emergency refill; and
- The prescription is not for a controlled substance.

PraxisRx representatives are available at (888) 903-7453 to offer support to members and prescribers with prescription fills impacted by inventory shortages. This support includes working with pharmacies to transfer existing prescriptions or coordinating new prescriptions with prescribers when necessary. Members may also proactively obtain 90-day supplies of medications by having prescribers initiate prescriptions by the following:

- Send electronically by choosing PraxisRx Pharmacy on their prescribing system
- Fax your prescriptions directly to PraxisRx Pharmacy at (888) 958-2831
- Call in prescriptions to (888) 903-7453

Please reach out directly to your Citizens Rx Account Manager if you have any questions related to the administration of the Prescription Drug Program or if you would like to opt-out of Citizens Rx emergency procedures.