

<b>POLICY AND PROCEDURE</b>	
<b>TITLE:</b> Mail Order Timely Delivery Standards	
<b>DEPARTMENT:</b> Medical Management - Pharmacy	<b>POLICY #:</b> PH24
<b>EFFECTIVE DATE:</b> 05/08/18	<b>REVIEW/REVISION DATE:</b> 05/18, 05/19
<b>COMMITTEE APPROVAL DATE:</b> P&T 05/14/2019; PRC 06/19/2019 QMUM 07/10/2019	<b>RETIRE DATE:</b> None
<b>PRODUCT TYPE:</b> Medi-Cal	<b>REPLACES:</b> None

## I. PURPOSE

To outline the process for how HPSJ ensures mail order delivery timeframe standards are met for specialty drugs.

## II. POLICY

- A. The specialty drug mail order delivery process conforms to HPSJ's prior authorization review process.
- B. HPSJ's standard mail order delivery timeframe is 2 business days with exceptions and contingency plans noted in the Procedure section below.

## III. PROCEDURE

- A. Standards
  - 1. Timely delivery: HPSJ's standard is for all deliveries to be made within two (2) business days prior to the initial dose or the next dosing schedule.
  - 2. Failure of delivery contingencies:
    - a. Care Contingency: If delivery fails and the medication is needed immediately, a one-time exception will be made. The member will not receive an unnecessary delay. See below Section B for the exception process.
    - b. Financial Contingency: If delivery fails (i.e., lost, stolen) and the member or provider does not take possession of the package, they will not be obligated to pay for the drug.
      - (a) If the failure is due to actions of the specialty pharmacy, they will be obligated to pay for the drug.
      - (b) If the failure is due to circumstances (i.e., weather events) outside of normal control of the specialty pharmacy, then HPSJ will pay for the drug.

- B. Exceptions
1. Exceptions should be provided to HPSJ via the Department of Managed HealthCare (DMHC) "Prescription Drug Prior Authorization or Step Therapy Exception Request Form". The exception information should be documented under Box 3 "Required Clinical Information". This section asks for "any additional clinical information or comments pertinent to this request for coverage, including information related to exigent circumstances".
  2. HPSJ will consider special situations where members may need to obtain the specialty drug from a local provider. For these special situations HPSJ ensures timely decision-making and medication delivery.
    - a. One-time exception: If a member requires the drug, and they cannot obtain it timely from the specialty pharmacy. HPSJ will make a one-time exception and notify the prescriber, pharmacy, and member.
      - i. One-off exceptions are not limited in quantity (i.e., a member may request multiple one-off exceptions if necessary).
      - ii. If a member's healthcare needs change, or for another reason the member cannot wait two (2) business days for receipt of their prescription, then that member will be able to obtain a one-off exception.
    - b. Permanent exception:
      - i. If the member does not have a telephone to coordinate the drop shipment of the medication and for the specialty pharmacy to perform clinical follow-up (i.e., counselling, side-effect screening, etc.) with the member. HPSJ will make a permanent exception and notify the prescriber, pharmacy, and member.
      - ii. If the member does not have a physical address for the specialty drug to be drop shipped to. This includes homeless members. HPSJ will make a permanent exception and notify the prescriber, pharmacy, and member.
    - c. Other situations:
      - i. Other situations will be reviewed and discussed with the prescriber and member before an exception is made. HPSJ will notify the prescriber, pharmacy, and member of the decision.
  3. HPSJ's policy PH05 "Prior Authorization Review" meets guidelines for coverage of medically necessary drugs.
- C. Identification of drugs for specialty pharmacy
1. Prescribers and members can determine if a drug is limited to the specialty pharmacy by reviewing HPSJ's formulary.

- a. The printed formulary indicates that a drug is limited to the specialty pharmacy under the “Restrictions” column for those affected drugs.
    - b. The online formulary (<https://www.hpsj.com/formulary/>) designates drugs limited to the specialty pharmacy with the code “SP”.
- D. Drop shipment coordination
  - 1. Drop shipment to the member:
    - a. The specialty pharmacy will contact the member to establish a drop shipment delivery date and time.
    - b. The member must be present to sign for the delivery.
  - 2. Drop shipment to the provider:
    - a. The specialty pharmacy will contact the provider to establish a drop shipment delivery date and time.
    - b. A representative from the provider office must be present to sign for the delivery.
- E. Care coordination
  - 1. The specialty pharmacy will contact the member to ensure they understand how to take the drug, and possible side-effects.
  - 2. After the member has started taking the drug the specialty pharmacy care manager will contact the member to inquire about any side-effects and to answer any questions from the member. If they identify the member is experiencing side-effects, the specialty pharmacy care manager will notify the prescriber.
  - 3. The specialty pharmacy will utilize depression screening tools for drugs with potential to cause depression.
  - 4. The specialty pharmacy will remind members if their drug requires follow-up monitoring (i.e., lab work) that the member needs to follow-up with.
  - 5. The specialty pharmacy will monitor members for and encourage members to be adherent to their drugs.

#### **IV. ATTACHMENT(S)**

None

#### **V. REFERENCES**

- A. California Knox Keene Act Health Care Service Plan Act and Regulations, Rule 1300.67.24(b)(4)
- B. Department of Managed HealthCare (DMHC) “Prescription Drug Prior Authorization or Step Therapy Exception Request Form”
- C. PH05 - Prior Authorization Review policy
- D. Health Plan of San Joaquin Evidence Of Coverage (EOC)

## VI. REGULATORY AGENCY APPROVALS

DHCS Approved on (pending).

## VII. REVISION HISTORY

<b>STATUS</b>	<b>DATE REVISED</b>	<b>REVISION SUMMARY</b>
Initial	05/08/18	Creation of policy to outline mail order delivery standards for specialty medications.
Reviewed	05/14/19	No content change, updated policy template, annual review.
Revised	07/12/2019	Removed glossary

**Health Plan of San Joaquin Approval: Signatures on File in C360**