



Provider Guide to **Hernandez Settlement Agreement (HSA)**

Pharmacy Requirements for Assisting Covered Persons Unable to Obtain Medications

As a participating provider in the Prime Therapeutics pharmacy network, it is essential that there be complete compliance with the requirements established in ACHA's HSA.

Under the HSA, Prime participating pharmacies must comply with the following when serving Florida Medicaid recipients:

Post Signs

Pharmacy will post signs advising Medicaid recipients that if reimbursement for their prescription drug(s) is initially rejected, they will be given written information by the Pharmacy, including a pamphlet, that will tell them the reason their drug claim reimbursement was rejected and what they can do about it.

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Pamphlets

Pharmacy will provide notice to Medicaid recipients whose claim reimbursement for a prescription drug is rejected by way of either a printed copy of the computer screen stating the reason(s) for the rejection or by writing the reason(s) for claim reimbursement rejection and the date of the rejection on the pamphlet which will be given to the Medicaid recipient.

For those Medicaid recipients, not physically present in the pharmacy when Medicaid claim reimbursement is rejected for the Medicaid recipient's claim, such as Medicaid recipients who have a relative pick up medicines for them, Pharmacy must deliver the pamphlet (and copy of computer screen, where appropriate), containing the reason(s) for rejection to the Medicaid recipient via the same means by which the prescription medication would have delivered, e.g., mail, personal delivery

3 Day Temporary Supply

If the prescription denial is for a timely refill, and it is otherwise valid, the pharmacist must provide the recipient with a three (3) day temporary supply unless an exception to the 3 -day supply is met. A pharmacist can use discretion whether or not to provide the three

For a full explanation of requirements, copies of signage, and pamphlet please visit ahca.myflorida.com/medicaid/Prescribed_Drug/multi_source.shtml