



COVID-19 Pharmacy Guidance and Frequently Asked Questions March 23, 2020

Guidance for Limiting the Transmission of COVID-19

Q. How can I help protect myself?

A. The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19. Check the [CDC website](#) for up-to-date information. The Centers for Disease Control and Prevention encourages people at [higher risk](#) for COVID-19 complications to stay at home as much as possible and to avoid close contact to prevent the spread in the community. Please consult with your health care provider about additional steps you may be able to take to protect yourself.

For members who need prescription medications, MaineCare encourages the use of the following:

- **Pharmacy Drive-thru**
- **Mail Order** (Walmart 1-800-273-3455 and I Care 1-888-422-7319)
- **Pharmacy Delivery Services**

Frequently Asked Questions

Q: Can I still pick up prescriptions from my pharmacy?

A: Yes, most pharmacies are still open, but like many businesses, they are facing significant challenges during these times. Please plan ahead and whenever possible, ask your health care provider to send in your prescriptions at least a week before you anticipate running out to make sure they have enough time to fill it. Also, check with your pharmacy to see if home delivery is an option; it's always best to avoid being in public places if possible. If you do need to go to the pharmacy, try your best to keep at least six feet between you and other people, and always wash your hands carefully before and after going out.

Q: Are there any prescription drugs that can be used to treat COVID-19?

A: Right now, there are no prescription drugs approved to treat this virus. Scientists are working quickly to develop treatment, and MaineCare is closely monitoring CDC and World Health Organization (WHO) guidance for updates.

Q: Are there any vaccines available to prevent COVID-19?

A: Not yet. Several vaccines are being tested, but they are still in the very early stages of development. After that, they will need to go through clinical trials to be sure they are both safe and effective before they are ready for the public.

Q. What can I do to keep from running out of medication?

A. MaineCare knows how important it is to continue taking your prescriptions as directed by your doctor. To ensure you have the medications you need, MaineCare is:

- Waiving copays for prescriptions (excluding Maine Rx Plus and DEL programs)
- Allowing an additional early refill of brand name medications (MaineCare already provides members with a 90-day supply of generic medications)
- Extending prior authorization (PA) periods for prescriptions
- Allowing prescribing via telehealth, (please consult with your healthcare provider);
- Waiving initial PA requirements for asthma and immune-related drugs (e.g. Neupogen).

This is a great time to talk with your health care provider to see if a 90-day supply would work for you. If you have specific questions about the medicine you take, please call the following numbers:

- **MaineCare Member Services:** 1-800-977-6740, OPT1, OPT 0
- **MaineCare Pharmacy Unit:** 1-866-796-2463

Q. How do these MaineCare pharmacy changes work with third-party insurance or Part D?

A. If you have third-party insurance (TPL) or Part D, you still need to meet that insurer's refill requirements, as MaineCare only pays secondary. Please contact your primary health insurance carrier to understand their requirements.

If your health care provider or pharmacy has questions, please have them call MaineCare's **Prior Authorization Unit** at 1-888-445-0497.

Additionally, we will continue to utilize our e-message service to deliver important updates and changes as they happen. If you are not already subscribed, you can do so by visiting:
<https://public.govdelivery.com/accounts/MEHHS/subscriber/new?preferences>.

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