

This update applies to:
All retail pharmacies

States:
South Carolina

Line of Business:
Commercial and ACA
(Exchange) plans

**Customer Care for Plan
Members:**
1-888-963-7290

Pharmacy Inquiries:
If you have questions, call the
Pharmacy Help Desk:
1-800-364-6331

Payer Sheets: For additional
claim processing information,
refer to the CVS/caremark
Payer Sheets at
www.caremark.com/pharminfo
> NCPDP Payer Sheets.

Claims Requiring Overrides in Emergency Conditions

**BlueCross® BlueShield® of South Carolina and all its
subsidiaries, including BlueChoice® HealthPlan of
South Carolina, Inc., Planned Administrators, Inc. (PAI)
and TCC Benefits AdministratorSM**

RXBIN: 004336
RXPCN: Varies
RXGRP: Varies

CVS/caremark is dedicated to assisting Providers and Eligible Persons in response to emergencies (natural disasters, severe weather, etc.) where medical records are either destroyed or not accessible. In the event of a presidential (or other governmental) emergency declaration, CVS/caremark will provide an override of the refill-too-soon edit (up to a 30-day supply).

By calling the Pharmacy Help Desk (1-800-364-6331), you will be connected to the appropriate staff member who can provide:

- An emergency 30-day override for an excessive utilization, or “refill-too-soon” reject when a plan member does not have a recently filled medication due to loss
- The type of medication a plan member was taking prior to the emergency and other pertinent information, such as prescribing physician, dosage, quantity, days supply, etc.

Patient Pay Amount

Please rely on the claims system to determine the correct amount to collect from the plan member, if applicable.

BlueCross BlueShield of South Carolina and BlueChoice HealthPlan are independent licensees of the Blue Cross and Blue Shield Association.