# POLICY AND PROCEDURE

| | |
|---|---|
| **POLICY NAME:** Lost, Stolen, Spilled, or Broken Medication | **POLICY ID:** CC.PHARM.CS.05 |
| **BUSINESS UNIT:** Corporate | **FUNCTIONAL AREA:** Pharmacy |
| **EFFECTIVE DATE:** 04/2007 | **PRODUCT(S):** Medicaid |
| **REVIEWED/REVISED DATE:** 02/08, 02/09, 02/10, 02/11, 02/12, 02/13, 02/14, 05/14, 08/14, 08/15, 08/16, 11/16, 05/17, 05/18, 05/19, 05/20, 05/21, 05/22, 10/22, 02/23, 05/23, 05/24, 02/25, 05/25, 11/14/2025 | |
| **REGULATOR MOST RECENT APPROVAL DATE(S):** | |

**PURPOSE:**
The purpose is to define a policy and procedure related to lost, spilled, broken, damaged, or stolen medications reported by members as covered by a prescription benefit by Centene Health Plans.

**SCOPE:**
This policy applies to Centene Health Plan Pharmacy Departments and Centene Pharmacy Services Call Center.

**DEFINITIONS:** N/A

**POLICY:**
It is the policy of Centene Health Plans to assure that members who have lost, spilled, broken, damaged, or stolen medication are able to receive an early refill. Lost medication may also include loss due to fire or bona fide natural disaster. This function is delegated to Pharmacy Services.

**PROCEDURE:**

**A.** Receiving a call for an early refill request requires the following:
1. The Pharmacy Services Customer Service Representative (CSR) assesses the request using the following checklist and documents the response in the member's file:
   a. Is the medication controlled or non-controlled?
   b. Was the medication to be refilled lost, spilled, broken, damaged, or stolen?
   c. If there is more than one request in a year, the member is referred to the Health Plan.
   d. If the system indicates duplication of medication or a previous call with the same claim, the CSR checks with the Account Manager for advice on next actions.
      i. If the Account Manager is unavailable, the CSR contacts the department lead.
      ii. If the department lead is unavailable, a 3-day emergency override is entered.
2. All calls are documented in the member's file for future reference.

**B. Lost, spilled, broken, or damaged non-controlled drug or controlled drug *NOTE: For specialty medications see section D below***

1. **Non-controlled substances**
   a. The dispensing pharmacist filling the prescription will contact Pharmacy Services for assistance in processing. The member will be authorized to receive the balance of the missing fill if determined appropriate. Members are limited to one occurrence per year.
   b. For example, if it has been 15 days since the last refill and the prescription was for a 30 day supply, Pharmacy Services would authorize a 15 day fill and the member would then be eligible for their regular refill subject to standard refill-too-soon logic.
2. **Controlled substances**
   a. Adults: The member must obtain a new prescription from a physician for replacement. Upon receipt of the new prescription, the pharmacy calls the Pharmacy Services for an override.
      i. For C-III through C-V medications, the member will be authorized to receive the balance of the missing fill and such authorization is limited to one occurrence per year.
      ii. For C-II medications, the full quantity of the new prescription will be authorized due to regulations regarding partial fills under Federal DEA dispensing laws.
   b. Children under the age of 18: If the member is under age 18, the pharmacy contacts Pharmacy Services and a Pharmacy Services pharmacist reviews the prescription to determine the appropriateness of an override.
      i. In the event that a requesting pharmacist is filling an "emergency supply" of narcotics and the fill complies with all applicable federal and state laws, the Pharmacy Services pharmacist can provide a one-time per year per medication override.
      ii. Subsequent overrides should only be provided upon review by the Health Plan pharmacist.

**C. Stolen non-controlled drug or controlled drug**

1. In order to receive an early refill, the member must make a police report and obtain a copy.
2. Member must provide a copy of the police report to the pharmacy.
3. The dispensing pharmacist faxes a copy of the police report to Pharmacy Services.
4. If the request is for a non-controlled drug, the member is given the balance of the prescription fill. Members are limited to one occurrence per year.
5. **Controlled drug-**
   a. Adults: After submitting the police report, the member must follow the same steps as outlined in **B.2.a.** above.
   b. Children: After submitting the police report, the member must follow the same steps as outlined in **B.2.b.** above.

**D. Specialty Medications** For lost, spilled, broken, damaged, or stolen specialty medications, the dispensing pharmacist will call Pharmacy Services for assistance to adjudicate the claim, on a case-by-case basis.

**E. Additional Notes**

1. Stolen medication police reports are sent to the Pharmacy Services Account Managers or Customer Service Representatives. If the dispensing pharmacist has a copy or has seen the police report, they may call the Pharmacy Services Customer Service Department to speak with a lead or supervisor for an override.
   - The Customer Service Representative or Account Manager documents the call into OMNI with the name of the pharmacy and pharmacist who has a copy of the police report if the report is not submitted to Pharmacy Services.
2. This policy also applies to prescriptions that are damaged, lost, or stolen during travel.

**REFERENCES:** N/A

**ATTACHMENTS:**

- Attachment A: South Carolina Addendum
- Attachment B: Arizona Addendum
- Attachment C: Washington Addendum
- Attachment D: Oregon Addendum
- Attachment E: North Carolina Addendum
- Attachment F: Wellcare North Carolina Addendum

**ROLES & RESPONSIBILITIES:** N/A

**REGULATORY REPORTING REQUIREMENTS**: N/A

**REVISION LOG**

| REVISION TYPE | REVISION SUMMARY | DATE APPROVED & PUBLISHED |
|---|---|---|
| Ad hoc | Remove “Members” from “SCOPE” as members are external parties and are not to be included per template definition of “SCOPE”. | 05/07 |
| Annual Review | Update US Script Customer Service Dept. under part “E” of the “PROCEDURE”. | 02/08 |
| Annual Review | Revised the SCOPE to include Corporate Centene Pharmacy Department and US Script, Inc. | 02/09 |
| Annual Review | Enhanced the PROCEDURE to clarify responsible parties, workflow, include contact information, and documentation requirements. | 02/09 |
| Annual Review | Revisions completed at this time were made to address clerical errors. | 02/10 |
| Annual Review | No changes were deemed necessary. | 02/11 |
| Annual Review | Clerical changes eliminating duplicative language. | 02/12 |
| Annual Review | No changes were deemed necessary. | 02/13 |
| Annual Review | Revisions to policy made to clarify fire and natural disaster and accommodate children in controlled substance policy. | 02/14 |
| Ad hoc | Clarified Procedure item B to more clearly define the intent of the revision made in February of 2014. | 05/14 |

| REVISION TYPE | REVISION SUMMARY | DATE APPROVED & PUBLISHED |
|---|---|---|
| Annual Review | No changes necessary at this time. | 08/14 |
| Annual Review | No changes. | 08/15 |
| Annual Review | Annual Review | 08/16 |
| Ad hoc | Changed US Script to Envolve Pharmacy Solutions | 11/16 |
| Annual Review | EPS Compliance updates: Removed Envolve Pharmacy Solutions name and replaced with Pharmacy Benefit Manager, Revised policy for organizational structure. | 05/17 |
| Annual Review | Annual review | 05/18 |
| Annual Review | Deleted specific phone and fax numbers from the policy. Minor grammatical changes. | 05/19 |
| Annual Review | No changes were deemed necessary. | 05/20 |
| Annual Review | Additional Notes section E: Changed Lost medication police reports to say Stolen medication police reports. Added that this policy applies to prescriptions that are damaged, lost, or stolen during travel. | 05/21 |
| Annual Review | Removed Centene Corporate Pharmacy Solutions.<br>Changed Pharmacy Benefit Manager references to Centene Pharmacy Services. | 05/22 |
| Ad hoc | Addendum added for South Carolina. | 10/22 |
| Ad hoc | Addendum added for Arizona. | 02/23 |
| Annual Review | Minor grammatical and formatting edits.<br>Addendums added for Washington, Oregon, and North Carolina. | 05/23 |
| Annual Review | Updated PBM Help Desk to OMNI in Additional Notes, section E. | 05/24 |
| Ad hoc | Addendum added for Wellcare North Carolina. | 02/25 |
| Annual Review | No changes deemed necessary. | 05/25 |
| Ad Hoc | Updated policy number from CC.PHAR.05 to CC.PHARM.CS.05 | 11/14/2025 |

## POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.