

Medical Mutual Offers Options for Members Seeking Early Refills of Prescriptions due to COVID-19 Concerns

Date: March 17, 2020

Category: Pharmacy

Applies to: Individual; Small Group (1-50); 51-99; 100+; MEWA; All Medicare Business

As our members prepare for the COVID-19 (Coronavirus) pandemic, including the possibility of quarantines, some people may ask for early refills of current prescriptions. The CDC recommends having a two-week supply of both prescription and over the counter medications, along with food and other essentials.

Members can get their prescriptions filled as they normally would. Medical Mutual will allow early refills, should a member want to receive their medication early. Pharmacies have been given the ability to use their judgement to allow an exception for early refills.

Members can receive the plan allowance for days supply at retail pharmacies and through mail order. Most plans allow a 30-day supply at retail and a 90-day supply through mail order; however, members should check their specific plan limitations. If a member experiences any issues trying to refill their medication and is unable to get it, they should call the Rx Information number listed on their ID card.

This only applies to customers who have Express Scripts as their pharmacy benefit manager through an arrangement with Medical Mutual.

Medical Mutual

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