



To: IEHP Pharmacy Providers
From: IEHP Pharmaceutical Services
Date: March 02, 2023
Subject: Claim Processing during State of Emergency

Dear IEHP Pharmacy Provider,

Amidst the winter storm affecting IEHP service areas, we wanted to remind our pharmacy network that IEHP Members have access to emergency overrides in the event of lost, stolen, or damaged medications. This includes the case where Member cannot go back to their residence due to the snow. IEHP continues to expect pharmacists to practice in accordance with the California Pharmacy Law when it comes to emergency situations.

The following is the contact information that pharmacies should utilize to obtain emergency overrides for Members who do not have their medication due to this emergent situation.

Please find applicable HelpDesk phone numbers listed below:

IEHP Member	Please Contact	Phone Number
Medicare	MedImpact Pharmacy Help Desk	1- 888-495-3147 Available 24 hours a day, 7 days a week, 365 days a year
Medi-Cal	Medi-Cal Rx Customer Service Center (CSC)	1-800-977-2273 Available 24 hours a day, 7 days a week, 365 days a year

Thank you for your attention to this matter.