

To: All IEHP Pharmacy Network
From: IEHP Pharmaceutical Services Department
Date: May 22, 2025
Subject: **Guidance to Dispense Medication While Waiting for New Prescriptions**

Inland Empire Health Plan (IEHP) has received reports that some pharmacies are delaying the dispensing of a Member's current 30-day supply prescription while waiting for a new 100-day supply prescription.

To ensure continuity of care, IEHP is requesting for all pharmacies in our network to please dispense the 30-day supply in a timely manner, while you wait for the prescriber to send a new 100-day supply prescription for future fills.

What you need to know:

1. Delays in dispensing 30-day supply of Member's medication can result in disruption of medication adherence and cause adverse outcomes for the Member.
2. If you do not receive the 100-day prescription on time:
 - Fill the 30-day prescription first.
 - Fill the 100-day supply prescription on the next fill when it is received.

Please ensure your pharmacy staff are aware of this important reminder. We appreciate your continued support in optimizing medication access and adherence for our shared Members.

If you have any questions or comments regarding this, please email the IEHP Clinical Pharmacy Program team at ClinicalPharmacyPrograms@iehp.org

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