

Travel/Refill too soon overrides

Blue Cross and Blue Shield of Minnesota has set a 75% refill allowance on all drugs except controlled substances and stimulants which are set up with an 85% refill allowance. This means you must use that percentage of your supply before you can refill your prescription. The amount you must use is based off the day you last filled the prescription.

Example: If you filled a month supply for a controlled substance or stimulant on July 1st, you will not be able to refill again until July 26th. 85% of a 30 day supply is 26 days.

If you try to fill a prescription before reaching your refill allowance, your claim will be rejected as “refill too soon”. There are some situations, however, when an override will be granted, such as in the event of a natural disaster, a stolen prescription, active military duty, travel or vacation.

To request an override, please call the customer service number on the back of your member ID card and provide them with your

- Member Identification Number
- Drug name
- NDC number
- Supply requested

Additional documentation required in some cases

Depending on your situation and the type of drug requested, you may need to have some additional information ready to submit in case you are asked.

Below are some examples of additional information you may be asked to provide:

- A copy of the police report is required if your prescription is stolen.
- Travel documentation, e.g. airline tickets, lodging reservations, etc. as evidence to substantiate your travel activities (for a travel refill request of over a month supply).

Note: Once your override is approved, you will have 48 business hours to have your prescription refilled.

If travelling outside the United States a period greater than 6 months, you may wish to consider purchasing medical travel insurance, which may provide you with additional coverage.

NOTICE OF NONDISCRIMINATION PRACTICES
Effective July 18, 2016

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender. Blue Cross does not exclude people or treat them differently because of race, color, national origin, age, disability, or gender.

Blue Cross provides resources to access information in alternative formats and languages:

- Auxiliary aids and services, such as qualified interpreters and written information available in other formats, are available free of charge to people with disabilities to assist in communicating with us.
- Language services, such as qualified interpreters and information written in other languages, are available free of charge to people whose primary language is not English.

If you need these services, contact us at 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711.

If you believe that Blue Cross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with the Nondiscrimination Civil Rights Coordinator

- by email at: Civil.Rights.Coord@bluecrossmn.com
- by mail at: Nondiscrimination Civil Rights Coordinator
Blue Cross and Blue Shield of Minnesota and Blue Plus
M495
PO Box 64560
Eagan, MN 55164-0560
- or by phone at: 1-800-509-5312

Grievance forms are available by contacting us at the contacts listed above, by calling 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711. If you need help filing a grievance, assistance is available by contacting us at the numbers listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights

- electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- by phone at:
1-800-368-1019 or 1-800-537-7697 (TDD)
- or by mail at:
U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F
HHH Building
Washington, DC 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

