Prescription Drug Refill Policies - Updated April 14, 2020

This information was compiled by IDSA/HIVMA staff and will be updated and reviewed on a regular basis. This document highlights information regarding prescription drug coverage policy changes for select health insurers. Additional information on coverage changes due to COVID-19 is available by clicking on the health insurer’s name and from AHIP.

UnitedHealthcare
Early prescription refills may be requested. Pharmacy delivery is available through Optum Home Delivery by signing into health plan accounts. Pharmacy delivery is also available through several retail pharmacies.

Kaiser Permanente
Kaiser Permanente is encouraging prescriptions to be filled by mail. Enrollees can change to the mail order option using their online account. For most prescriptions, a 3-month supply is available by mail order for the price of a 2-month supply.

Anthem Inc.
Anthem is encouraging health plan members who have a pharmacy plan that includes a 90-day benefit, to talk to their doctor about changing from a 30-day supply to a 90-day supply of any prescription medicines they take on a regular basis is appropriate. Members filling 90-day prescriptions can obtain their medications through home delivery pharmacy and, in some circumstances, select retail pharmacies. COVID-19 related information for providers also is available online.

Humana
The company is allowing early refills on prescription medicines with either an extra 30- or 90-day supply as appropriate.

CVS Health
CVS Pharmacy is waiving charges for home delivery of prescription medications. Aetna will offer 90-day maintenance medication prescriptions for insured and Medicare members. CVS Caremark is working with all PBM clients to waive early refill limits on 30-day prescription maintenance medications.

Centene Corp
Removing prior authorizations requirements and waiving prescription refill limits.

Cigna Health
Offers free home delivery of up to 90-day supplies of prescription maintenance medications. More information including from their providers is available online.
Independence Health Group Inc.
Allowing early refills for some prescription medications and encouraging home delivery through local retail pharmacies.

Blue Cross of California
Waiving early medication refill limits on 30-day prescription maintenance medications (consistent with members’ benefit plans) and/or encouraging members to use their 90-day mail order benefit.

Blue Cross Blue Shield of Michigan
Waiving early medication refill limits on 30-day prescription maintenance medications (consistent with members’ benefit plans) and/or encouraging members to use their 90-day mail order benefit.

Blue Cross Blue Shield of New Jersey
Waiving early medication refill limits on 30-day prescription maintenance medications (consistent with members’ benefit plans) and/or encouraging members to use their 90-day mail order benefit.

CareSource
Depending on coverage and the pharmacy network, may be able to get early refills, a 90-day supply and/or home delivery.

Blue Cross Blue Shield of North Carolina
Waiving early medication refill limits on 30-day prescription maintenance medications (consistent with members’ benefit plans) and/or encouraging members to use their 90-day mail order benefit.

CareFirst Inc.
Waiving early medication refill limits on 30-day prescription maintenance medications.

Health Net of California, Inc.
An emergency supply of a prescription medication may be available from the pharmacy where the original prescription was filled. Waiving prescription refill limits for medically necessary drugs and relaxing restrictions on home or mail delivery of prescription drugs.

Blue Cross Blue Shield of Massachusetts
Waiving early medication refill limits on 30-day prescription maintenance medications (consistent with members’ benefit plans) and/or encouraging members to use their 90-day mail order benefit.

Blue Cross Blue Shield of Tennessee
Waiving early medication refill limits on 30-day prescription maintenance medications (consistent with members’ benefit plans) and/or encouraging members to use their 90-day mail order benefit.