**Hawaii Clients Only: HIP Bridge Supply Short Term Prescription (RX) Refills**

[HIP Clinical Contact Information and Hours of Operation](#_Toc159951683)

[General Information](#_Toc159951684)

[** DAW 5 Drugs](#_Toc159951685)

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**Description:** A short term supply (10 days) sent to a CVS retail pharmacy when member is low on medication and cannot wait for Mail Order/Home Delivery to mail the prescription.

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| HIP Clinical Contact Information and Hours of Operation |

* **1-877-418-4130 option 2**
* Monday thru Friday: 8 am to 5 pm HST

**Note:** If after hours offer option to transfer Rx to retail pharmacy or call back the next day during business hours.

* Holidays – may differ from above

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| General Information |

 Review the plan CIF to verify if the plan allows for bridge supply.

 Bridge Supply orders can only be filled at CVS retail pharmacies (**Example:** Longs Pharmacy in Hawaii), including CVS pharmacies within Target stores.

 If HIP client with mainland shipping address, refer to [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57).

When to offer a bridge supply:

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| **If live on…** | **Then…** |
| Oahu | 0 – 1 day supply on hand |
| An outer island | < 3-day supply on hand |

Call HIP Clinical to see if we can ship out the order that day USPS priority instead of doing a bridge then > 2 or 3-day supply on hand.

**Notes:**

* At least one Home Delivery must have shipped out to member for prescription to be eligible for bridge supply. No new prescription (Rx) can be used for bridge supply.
* There must be an available refill for the Rx to offer a bridge supply.

* If after hours (see HIP Hours of Operation), offer option to transfer Rx to retail pharmacy or call back the next day during business hours.
* Pre-packaged medications are not eligible for bridge supplies.
* Controlled substances are not eligible for bridge supplies.
* Bridge supplies picked up at the CVS retail pharmacy will not be charged a retail copay. When the remainder of the refill is sent to the member through Mail Order, the member will be charged the full Mail Order copay.

**Note:** If meets above criteria for a bridge, contact HIP Clinical to verify the medication is bridgeable in our system and provide the tech with the following information:

* Member ID#, full name, and DOB:
* OU# or RX#:
* Drug name and strength:
* DS on hand:
* CVS (or Longs Pharmacy) store and phone #:
* Shipping address and method of payment:

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| DAW 5 Drugs |

**DAW 5 drugs:** We dispense brand name at Mail Order (MOR) for a generic copay.

* **SYNTHROID**

If the member wants a bridge supply for any of these medications, the short-term supply dispensed at retail will be the GENERIC drug (**Example:** Levothyroxine). If member is not ok with getting the generic at retail, a bridge cannot be offered, and these are their options:

* Prescriber to authorize a short-term supply at retail. With this option, the Member would be responsible for the cost of the short-term supply.
* A standard transfer of the mail order RX to retail. (Retail would have to process the prescription with DAW 2, if member wants brand and is not DAW 1) and members copay will most likely be higher than what they paid at MOR.

**** Note:** DAW 5 Branded Generics are ONLY available at Caremark Mail Order.

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| Related Documents |

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Customer Care Abbreviations, Definitions and Terms - D (051671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=32af01d8-ae05-468c-8cc7-ff4f099a518d)

[Customer Care Abbreviations, Definitions and Terms - M (051685)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89507380-dd73-4c92-9fee-ec1bde688dd6)

[Customer Care Abbreviations, Definitions and Terms - G (051677)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f23a25b7-196e-4513-b846-f916b376b8a9)

[Log Activity and Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

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