
Fwd: TDI response to PUTT

1 message

Monique Whitney <monique@truthrx.org>
To: Shannon Wightman-Girard <shannon@truthrx.org>

Mon, May 4, 2020 at 2:00 PM

This is from Texas DOI (TDI):

----- Forwarded message -----

From: **Libby Elliott** <Libby.Elliott@tdi.texas.gov>

Date: Fri, May 1, 2020 at 3:42 PM

Subject: TDI response to PUTT

To: Monique@TruthRx.org <Monique@truthrx.org>

Dear Monique,

Thank you for your letter re: the handling of pharmacy issues during COVID-19.

TDI hasn't issued any guidance on pharmacy audits. However, we have encouraged health plans to reduce any barriers to the effective delivery of services and use of resources. We are closing monitoring the industry's response so please let us know if you are aware of any issues or you can [file a complaint online](#) with TDI.

As you may already know, TDI has taken action to provide easier access to needed medications for people with health plans regulated by TDI.

On March 11, we issued a [bulletin](#) to the insurance industry urging health plans to "authorize payment to pharmacies for up to a 90-day supply of any prescription medication for individuals, regardless of when the prescription was filled." On April 1, we announced an [emergency rule](#) requiring similar actions. Under our emergency rule, TDI-regulated health plans must:

- Pay for a 90-day refill of covered medications regardless of when the prescription was last refilled, unless specifically prohibited by law as in the case of controlled substances.
- Allow prescriptions to be filled at out-of-network pharmacies at no additional cost to the consumer if the drug isn't available quickly through mail order or at an in-network pharmacy within 30 miles.
- Allow for substitutions if the plan's preferred drug isn't available due to shortages or distribution issues.
- Waive any requirement for a consumer's signature unless specifically required by law.

TDI-regulated plans cover about 15% of the Texas market, including plans purchased through Healthcare.gov. The insurance cards for state-regulated plans have either "DOI" (for department of insurance) or "TDI" (Texas Department of Insurance) printed on them.

Our [TDI coronavirus resource page](#) has additional information and resources for consumers and the entities we regulate.

We continue to monitor the situation closely and take action as needed to help our state respond to the COVID-19 pandemic.

Best,

Libby Camp Elliott

Associate Commissioner and Government Relations Director

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