

Pharmerica Cycle Fill Quick Reference

1. **30-day cycle fill. Facility will not start the same day every month.**
 - a. If facility start date in February is 2/18/25, their March cycle fill start date is 3/20/25.
 - b. If facility start date in March is 3/20/25, their April cycle fill start date is 4/19/25.

2. **Cycle Review worksheets** are faxed to the facility approximately 3 weeks before the cycle start date. The facility is given about a week to go through, make edits, sign and return to us. These are important for the facility to go through to ensure what they are expecting on cycle fill is what we have set to go. This is also an opportunity to let us know of discharges, expirations, overflow medications, family provides, hospice patients/meds etc.

3. **Medications included in cycle fill are chronic routine non-control oral tablet/capsules/caplets for full 30-day supply.**

4. **Refill report:** We also run a refill report about 3 weeks prior to the start date. It will let us know which orders do not have refills or have less than a 30-day supply remaining on them. That way we can try our best to ensure we will have refills and quantity on orders before we begin preparing the cycle. We will fax that initial request, then we follow up again in 2 business days and fax a second request if the provider hasn't responded. In two more business days, we check if we received any response and if not, we then fax a notice to the facility and provider that we have not received refills and that was our last attempt.

5. **Medications that are not included in cycle fill and need to be requested when needed:**
 - a. Controls (CII-CV)
 - b. Liquid medications, topical medications, eye drops, powder, packet medications, inhalers, patches
 - c. Orders that have a routine and as needed part to the order
 - d. Hospice covered medications
 - e. Warfarin

6. **Cycle Fill is shipped to the facility 3-5 business days prior to the cycle fill start date.**
 - a. **Included in your cycle fill boxes are:**
 - i. Cycle Fill medications
 - ii. Start date
 - iii. A list of medications that are not included in cycle the fill totes and the reason why. Many of these are just refill too soon and we can still fill before your cycle

starts but will be shipped closer to the start date. (will be labeled “Meds Not Included”)

7. Cycle Fill updates (re-flash) are processed 2-3 business days prior to the cycle start date.

These generally include:

- a. Medications that were RTS when cycle was shipped
- b. Medications that were out of refills when cycle was shipped, but we have since received refill authorization on. **If we do not receive authorization for refill back, you will be notified via fax prior to your cycle start date. The pharmacy contacts the prescribers twice for all cycle fill medications out of refills or expired, then if no response, we will send the notification to the facility.
- c. New Admissions, new orders, order changes received within 2 weeks of the cycle start date. If the pharmacy needs to send up to cycle (i.e. 13 days), insurances will not turnaround and pay for a 30-day supply until approximately 85% usage (11 days), so these are sent with cycle updates.

8. Common reasons for medications to be missing or not included in cycle fill:

- a. Medication is hospice covered. Most hospice only cover up to 15-day supply at a time. Those medications cannot be in cycle. The patient may have other medications that hospice does not pay for, so those medications can be in cycle.
- b. Medication (same dose) has routine AND PRN directions. We generally DO NOT include these in cycle because of insurance. We cannot bill separately, so they must be combined. There may be some exceptions to this (i.e. private OTCs that we are not having to bill insurance).
- c. No refills/limited quantity written by prescriber. This is becoming more of a factor due to prescribers writing limited refills on medications or quantities < 30-day supply. Some prescribers will only write for 30 days at a time. It is very difficult to get these medications set up for cycle, since we can never align them with the facility start date. It is very important that facilities return signed physician orders to us in a timely manner. This helps prevent running out refills.
- d. Non-Covered OTCs. OTCs not covered by Medicaid for patients that we are unable to bill privately.
- e. Prior Authorization/non-covered RX medications. Not as many of these, as we generally do get them changed to something covered, but this could also be a reason why something is held out of cycle fill.
- f. Facilities need to reference the “Medications not included in Cycle Fill” form sent with the cycle fill. This will account for why some medications may be missing.

****EXAMPLE****

Cycle start date calendar

Please start your monthly cycle fill on each respective date. If there are any discrepancies please call the cycle fill department at Pharmerica Pharmacy.

2/28/2024

3/29/2024

4/28/2024

5/28/2024

6/27/2024

7/27/2024

8/26/2024

9/25/2024

10/25/2024

11/24/2024

12/24/2024

1/23/2025

2/22/2025

3/24/2025

4/23/2025