If you need to access an extended supply of prescription medication prior to leaving on assignment, the details outlined below will help guide you through the process for prescription overrides. We recommend that you begin this process as soon as possible to allow the adequate time to get proper approvals in place.

**Precheck**

- Is the medication a Specialty Drug or does the medication require Prior Authorization (P.A)? If so, please refer to the Specialty Drug and Prior Authorization Guide for the appropriate process to follow. If you are unsure whether your medication is classified as a Specialty Drug or if your prescription needs P.A, please reach out to the customer service number on the US side of your ID card to inquire.

**1**

- If your medication is not a Specialty Drug, submit the extended prescription to the pharmacy (preferably 5 business days prior to needing the medication). To avoid multiple pharmacy visits, ask your doctor to submit the prescription electronically. Be aware: the prescription will initially reject because of the 30 day quantity limit in place.

**2**

- Contact the U.S. Regional Service Center via email or phone using the information on the back of your ID card to request an override. Include the name of the in-network pharmacy, name of the prescription(s), dosage of medication, requested length of script, and reason for the extension. All medications must be prescribed by a U.S. physician on a U.S. script.

**3**

- The U.S. Regional Service Center will notify you when the extension has been approved. As soon as the extension is approved, you have 7 days to pick up the medication. After the 7 day window, the extension is voided with Caremark.

**4**

- Take the hard copy of the physician's script to the in-network pharmacy. The medication must be filled by a U.S. pharmacy. *Skip this step if your physician submitted the prescription electronically.

**5**

- Medication will be dispensed according to the approved amount by MetLife. Benefits will be paid according to the policy. You may be responsible for any applicable copays, deductibles, and/or coinsurance.