

## Prescription Refills and Preventing Oversupply (“Stockpiling”)

If you are a SmartHealth member, or have a family member managing a chronic condition, having a small, reasonable emergency supply of your medication is a safe practice. Unexpected events like severe weather, or delivery delays can happen, and having a few extra days of your medications on hand ensures you don't miss a dose. SmartHealth continues to look for ways to provide quality pharmacy care while preventing an oversupply of your prescription medications.

### Guardrails on Prescription Refills to Prevent Oversupply at the End of the Year

SmartHealth supports maintaining a small, reasonable emergency supply of your medication for unexpected events. However, to prevent oversupply (or "stockpiling"), SmartHealth uses automated systems called "refill too soon" (RTS) thresholds and other guardrails to manage prescription quantities. These are explained in more detail below:

- **Refill Rejections & Next Refill Date:** If your refill is rejected as "Refill-Too-Soon," please wait until the next refill date provided by your pharmacy.
- **Overrides at the Pharmacy:** SmartHealth is flexible and can assist with overrides for valid reasons like: 1. Upcoming travel, 2. A doctor changed your dosage, or 3. During a State of Emergency where Refill-Too-Soon restrictions may be temporarily lifted with the exception of specialty and/or controlled substances. Your pharmacy can assist with these overrides.
- **Lost/Stolen Prescriptions:** Inform your pharmacy to request a replacement prescription override from SmartHealth.
- **Member Questions:** For any questions about a refill-too-soon rejection, please contact SmartHealth's Pharmacy Benefits Manager, VytlOne, at 1-888-820-4082.

### Risks Associated with Medication Oversupply (“Stockpiling”) Explained

A large, unused oversupply or “stockpile” of prescription medications can contribute to problems for your health, your household, the community, and the healthcare system. Here are a few things to consider:

**Safety and Efficacy Risks:** Medications that are stockpiled for extended periods of time, can lose their potency or even become harmful if they are past their expiration date or improperly stored. Prescription medications require continuous monitoring that may result in dosage changes throughout the year. Taking an incorrect dose, or an expired dose of your medication puts your health at risk.

**Medication Diversion and Abuse:** Large, unsecured stockpiles of prescriptions can increase the risk of accidental exposure to children, or pets in your household. Stockpiles of prescription meds can create an opportunity for medication diversion, where medications are stolen, shared with others, or sold illegally.

**Cost and Waste:** Excess medications that are never properly used are considered waste. Patients pay a copay for each prescription that becomes wasted money if the medication is never used. If your doctor changes the dosage, or you stop the medication, this surplus medication may never be used. This is a waste of resources that may be better used toward other healthcare expenses for you and your family.

**Environmental Concerns:** If excess medications are disposed of improperly, such as being flushed down a drain, they can become a form of pharmaceutical contamination in local water supplies. For proper disposal of excess medications, please consider a local medication “take-back” event, or find local drop-off locations in your community.