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Governor

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### Pharmacy Communication

MaineCare has been made aware that Walgreens recently reduced the operating hours of some of their locations that might impact patients receiving their medications in a timely manner. These hours reductions include being closed on one or both weekend days.

If a patient is unable to pick up their medication due to a store closure, they are being instructed to go to the nearest open MaineCare participating pharmacy to fill their prescription.

- **If the prescription has refills:** the patient may request a refill for the needed medication from your pharmacy. Please call Change Healthcare Help desk for an 'early refill' override
- **If the prescription does not have refills:** the provider may call a new prescription into your pharmacy. Please call Change Healthcare Help desk for an 'early refill' override

In both cases, Change Healthcare will call the closed pharmacy to facilitate reversing the original prescription.

**If you have any questions or concerns, please call our Change Healthcare Helpdesk 1-888-420-9711**