



IU Health Prescription Benefits

24/7 Emergency Prescription Coverage

(In network copays will be applied for following emergency situations)

- **For emergency fills during the following hours contact our IU Health Pharmacy Benefits Customer Service at 317-963-3345 for assistance:**
Monday-Friday 8:00 AM – 5:30 PM
- **For emergency fills outside of the Customer Service Hours above follow these easy steps:**
 1. Go to any local pharmacy
 2. Instruct the pharmacy to call 1-888-765-9575 (the number on your card) & request an emergency override
 3. You will only pay the in-network copay

- This applies to **emergency prescriptions only**, including antibiotics, anti-nausea, asthma rescue medications, and some other short term therapies
- This does not include maintenance therapies and regular refills such as blood pressure, cholesterol, and most other prescriptions
- Remember, the reimbursement form continues to be the available option at all times for other emergency circumstances