

Naloxone Frequently Asked Questions (FAQs) for Pharmacies

What is the standing order and how does it work?

A standing order is just like a prescription. Pennsylvania's Acting Secretary of Health and Physician General Dr. Denise Johnson signed a standing order prescription for naloxone. This means that pharmacy customers do not need to get a prescription for naloxone from their healthcare provider to get naloxone.

The standing order may be found [here](#) or at pa.gov/opioids.

Pharmacists are encouraged to ensure that all pharmacy staff, especially those who are customer-facing, know what the standing order is, where to find it, and which naloxone products are now available.

[This fact sheet](#) provides an overview on naloxone products available under Pennsylvania's standing order prescription.

Do insurance carriers cover naloxone under the standing order?

Most insurance, Medicaid, and Medicare cover at least part of the cost of naloxone but the out-of-pocket cost for the customer can vary by plan. Pharmacists and pharmacy staff should make sure that, when requesting naloxone, the customer is made aware of any out-of-pocket cost before filling the order. You are encouraged to help customers identify an affordable product that will work best for them.

Out-of-pocket cost is a barrier for some of my customers. How do I help them?

Effective October 1, 2021, the Commonwealth of Pennsylvania implemented a new naloxone copay assistance program to assist with the reimbursement of naloxone. Pennsylvania residents who purchase naloxone using their insurance may be eligible to receive up to \$75.00, from the Pennsylvania Department of Aging, to assist with the [reimbursement of naloxone](#). Pharmacies can learn more [here](#).

If cost is a barrier, please consider referring customers to resources that can help them get naloxone at a lower cost or free:

1. Through a partnership with the Pennsylvania Commission on Crime and Delinquency and NEXT Distro, anyone can get naloxone mailed to their home for free. [Learn more](#).

Are there resources for my customers to learn how to use naloxone?

Customers who obtain naloxone from the pharmacy should be provided with verbal and written instructions on:

- Risk factors of opioid overdose
- How to identify an overdose
- How to administer naloxone based on the product they have
- Proper storage and expiration of naloxone
- Steps to responding to an overdose
- Strategies to prevent opioid overdose

More trainings and resources are available at no-cost.

1. [Free naloxone training video on TRAINPA](#)
2. getnaloxonenow.org
3. pa.gov/opioids

How do First Responders in my community obtain naloxone?

Launched in 2017, the Pennsylvania Commission on Crime and Delinquency Naloxone for First Responders Program (NFRP) provides and distributes free kits containing two 4mg intranasal naloxone doses to organizations and individuals who may encounter someone experiencing an overdose ("first responders").

A wide range of community-based organizations, agencies, and other entities are eligible to receive a supply of naloxone at no cost. [Learn more](#).

How do pharmacies help patients who are at risk for opioid use disorder?

In addition to encouraging patients to obtain naloxone through Pennsylvania's standing order prescription, pharmacies can help patients identify resources that can help:

1. Pennsylvania's Get Help Now hotline is available 24/7 for those battling substance use disorder. Anyone can call 1-800-662-4357 or text 717-216-0905.
2. Every county has a Single County Authority (SCA), or local drug and alcohol office. SCAs can help people learn more about substance use disorder assessment and treatment services. [Look up and become familiar with the SCA in your county here](#).
3. Anyone can also search for treatment resources online at treatmentatlas.org.