Minnesota Insulin Safety Net Program: Community/Outpatient Pharmacy Desk Reference

For pharmacists and technicians processing urgent need and continuing need transactions under Minn. Stat. 151.74. Every Minnesota pharmacy licensed in the community/outpatient category participates. Updated October 2026.

Urgent need (one-time 30-day supply):

Eligibility (patient attests on application): Minnesota residents, less than a 7-day supply on hand, not on Medical Assistance or MinnesotaCare, no drug coverage that caps their insulin cost sharing at $75 or less per 30 days, and no other urgent need fill in the last 12 months.

- A second fill is allowed while an MA/MinnesotaCare application is pending, or a Board eligibility review is pending; the patient completes a new application for a second fill.
- The pharmacy may decline only if the insulin is out of stock (whenever possible, assist the patient in finding another pharmacy), the application is incomplete or unsigned, the patient declines the copay, or your clinical review finds the patient could be harmed.

At the counter:

1. Obtain a completed, signed, and dated urgent need application. Patients can print it from MNinsulin.org; you may keep or provide blank copies at the counter and help patients fill it out if needed.
2. A valid insulin prescription is required (needed even for insulin with OTC status). If it is written for less than 30 days, contact the prescriber to authorize a 30-day supply.
3. Check proof of Minnesota residency: MN ID card, driver's license or permit, individual taxpayer identification number, or Tribal ID. For minors under 18, parents or legal guardians may provide proof of residency. The ID is the only thing you verify; the patient attests to the rest.
4. Dispense a 30-day supply and collect no more than $35. The pharmacy keeps the full copay. Do not bill a federal health care program for the dispensing of urgent need insulin.
5. Notify the prescriber within 72 hours (phone, fax, or letter), and give the patient the navigator list, or the MNinsulin.org link if the patient prefers.
6. Keep a copy of the application. The Board recommends at least two years, the same as prescription records.

Getting reimbursed by the manufacturer for urgent and continuing need insulin:

Manufacturer	Urgent need: how the pharmacy is paid	Continuing need	Phone
Eli Lilly	Go to voucheraccess.com (pharmacist section). You receive either a voucher for reimbursement or instructions for replacement stock.	Patient brings Lilly eligibility letter. Pharmacy orders through Voucher Access; insulin ships to the pharmacy. Up to $50 copay per 90 days. Some commercially insured patients get a Lilly savings card instead.	Urgent: 1-866-923-1953 Continuing: 1-855-447-8412
Novo Nordisk	Call 1-866-310-7549 for an urgent need voucher. Submit electronically to SS&C Health with the BIN, PCN, GRP, and ID provided. No replacement stock.	Shipped to the patient's home (120-day supply) through Neovance Specialty Pharmacy, 1-800-488-5908. Pharmacy not involved.	Voucher: 1-866-310-7549 SS&C help desk: 1-844-373-0987
Sanofi "Temporary Access Program"	**Pharmacist: Contact Pharmacy Help Desk telephone.** Alternately if patient contacted- www.sanofipatientconnection.com/temporary-access-program or patient helpline. Patient voucher provided. Submit claim to RxCrossroads by McKesson**.** The BIN#, PCN#, GROUP# and VOUCHER ID # provided to the patient should be used when submitting for reimbursement.	Shipped to the patient's home through Sanofi Patient Connection. Pharmacy not involved. Website for patient: www.sanofipatientconnection.com	Pharmacy Help desk: 1-800-657-7613 Continuing: 1-866-489-5957
Biocon Biologics	Use the Get Voucher link from Biocon's Urgent Need State Insulin Program website currently: https://mprsetrial.mckesson.com/8134/	Patient and prescriber choose shipment to the pharmacy or the prescriber's office. If it comes to you, dispense with up to $50 copay per 90 days.	1-844-224-6266

Submit claims at your actual acquisition cost, with no dispensing fee; keep documentation if your cost is above NADAC. Manufacturers must reimburse your acquisition cost or send a replacement product, and the Board expects that within about 14 days. Manufacturers cannot require paper claims.

If a claim will not go through

- Rejected for a prior fill in the last 12 months? If the patient checked one of the two exceptions on the application, request an override. If the manufacturer replaces stock instead of paying claims, dispense on the signed attestation.
- Call the manufacturer line above and document the date, who you spoke with, and any reference number. Do not hold the patient's insulin while you work the claim. *Manufacturer processes and phone numbers change periodically; check the manufacturer's site if something does not match.*

Additional patient options:

Under settlements secured by the Minnesota Attorney General, Lilly, Sanofi, and Novo Nordisk insulins are available for $35 per monthly prescription for any Minnesotan not on a governmental health insurance program. (ag.state.mn.us/MNinsulin35). This can help a patient who has already used the urgent need program during the past 12 months. For ongoing help, refer to MNinsulin.org or a MNsure-certified navigator.