



**TO: Pharmacy Providers**

**RE: CMAP COVID-19 Response – Bulletin 18: Temporary Changes to Signature Requirement for Prescription Medications**

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As an interim measure in response to the Governor’s recent declaration of a public health emergency as the result of the outbreak of COVID-19 (coronavirus), the Department of Social Services (DSS) is temporarily suspending the need for client signature at the time of prescription pickup or delivery.

**Effective April 4, 2020, if a client signature is not obtained, the pharmacy will still need to document that a prescription has been picked up or delivered. Documentation should include the name of the client, the prescription number, name of medication, date and time the medication was dispensed to the patient. In addition, COVID or C-19 must be entered on the signature log to indicate a signature was not obtained due to COVID-19.**

The need for client signature at the time of the prescription pickup or delivery is suspended until DSS has notified providers in writing that the state has deemed COVID-19 to no longer be a public health emergency (the “Temporary Effective Period”).

**Please note: Clients must still be offered counseling for all medications dispensed in accordance with federal and state law. This may be done via telephone to limit COVID-19 exposure.**