



TO: Pharmacy Providers

RE: Confirmation of Receipt of Prescriptions Covered Under the Connecticut Medical Assistance Program (CMAP), Including Pharmacy Provider Claims, Excluding Medical Equipment, Devices and Supplies (MEDS)

From April 4, 2020 to May 20, 2021 as an interim measure in response to the Governor's declaration of a public health emergency as the result of the outbreak of COVID-19 (coronavirus), the Department of Social Services (DSS) had temporarily suspended the requirement for client signature at the time of prescription pickup or delivery. See Provider Bulletin 2020-32 for guidance issued.

Medical Equipment, Devices and Supplies (MEDS) Providers- Refer to Provider Bulletin 2021-19 (April 2021) RE: Reinstating Standard Requirements- Medical Equipment, Devices and Supplies (MEDS) Signed Delivery Receipts Requirement and Prior Authorization Extensions.

In response to questions related to the reinstatement of signature requirements, DSS is providing the following guidance to Pharmacy Providers regarding confirmation of receipt for prescription drugs paid for by the CMAP program through patient pickup, home and facility delivery, or commercial carrier delivery of prescriptions. This Provider Bulletin does not apply to Medical Equipment, Devices and Supplies (MEDS).

Pharmacy pick-up

Pharmacy providers must maintain documentation of receipt of a prescription by a Medicaid client, the client's parent or guardian, or the client's representative. The signature log documentation should include the prescription number(s), date of service and the date the prescription was picked up. If multiple prescriptions are being picked up at one time, a single signature will be sufficient for prescriptions received.

Pharmacy Delivery (by pharmacy personnel or hired courier)

Facility delivery (For example: Nursing Facilities and other Long-Term Care settings, Group Homes, Prescribers Offices)

- The signature(s) of the facility staff member(s) who accepts the delivered package(s) is required at the time of delivery.
- The signature documentation must also include the list of prescription number(s), date of service and date the medication(s) was/were delivered. A single signature will be sufficient for all prescriptions in the delivery.

Home/Place of Employment delivery

- In order to facilitate obtaining a signature of delivery, the Department recommends that the pharmacy inform the client or client's representative of the delivery schedule, verify the date and location for the delivery, and notify the client or client's representative that a signature will be requested at the time of delivery.
- The pharmacy representative will obtain a signature from the client or their designee confirming the delivery whenever practicable. Any package left without a client signature must be signed for by the delivery driver with title, location where the package was left, and countersigned by the pharmacist on duty with credentials

(signature to include RPh or PharmD) when the driver returns to the pharmacy.

Commercial Carrier/USPS delivery

- If a pharmacy provider chooses to have a commercial carrier (UPS, FedEx, USPS, etc.) deliver prescriptions to a recipient's home, place of employment, or a prescribers office for administration, the carrier must be able to furnish the commercial carrier's proof of delivery with tracking number linkable to a shipping invoice or manifest to include the delivery address and all prescription numbers included in the shipment.
- On audit, the Pharmacy must be able to tie the shipping invoice/manifest (detailing the prescriptions in the package) to the proof of delivery containing the commercial carrier's assigned tracking number.
- Delivery industry tracking receipts (proof of delivery) that contain a signature qualify as a signature for receipt of delivery. If a commercial carrier is not able to obtain a signature, the carrier's documentation of the date, time, and address of the delivery would be considered upon audit.

Please note:

- Electronic signatures for receipt are permitted only if retrievable upon audit and, as with all signatures maintained by the pharmacy per CTMAP document retention requirements, must be retained for five years from the date of payment.
- Signatures to confirm receipt of prescription(s) may be part of a counseling log.

- All signatures must be original at the time each prescription is delivered; electronic or other methods of reproducing past signatures are not acceptable.
- Medications subject to cold chain distribution per stability information contained in section 16 of the package insert shall require a delivery signature.

Please note: Clients must still be offered counseling for all medications dispensed in accordance with federal and state law. Documentation of the offer to Counsel or the refusal by the patient must continue to be documented.