



State of Louisiana
Department of Health and Hospitals
Bureau of Health Services Financing

MEMORANDUM

DATE: May 27, 2016
TO: All Louisiana Fee for Service (FFS) Medicaid Providers
FROM: Jen Steele, Medicaid Director
SUBJECT: FFS Medicaid Pharmacy Counseling and Delivery Logs

This notice is to inform providers of a change in policy regarding pharmacy signature log/delivery log and patient counseling documentation. In an effort to strengthen the LA Medicaid Pharmacy program and prevent improper payments, effective June 15, 2016 pharmacy providers must obtain a signature from the patient or caregiver confirming the receipt of the prescription(s). This policy applies to all pick-ups, home and facility deliveries. Claim submission is not proof that the prescription(s) or prescription order was actually furnished.

Pharmacy pick-up:

- The signature log documentation should include the prescription number(s) 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 all of the patient's prescriptions.
- Electronic signatures for receipt are permitted only if retrievable upon audit and kept on file by the pharmacy.
- Obtaining a signature to confirm receipt of prescription(s) can be part of a counseling log.
- The signature confirmation must be maintained by the dispensing pharmacy for 5 years from the date of payment and must be retrievable upon audit.

Facility delivery:

- A signature is required at the time of delivery.
- The signature documentation must also include the list of prescription number(s) and date the medication(s) was/were delivered. A single signature will be sufficient for all the medication in the delivery.
- Electronic signatures for receipt or electronic tracking slips for delivery are permitted only if retrievable on audit.

- A waiver signature form is not an acceptable practice and such forms will not serve as confirmation of delivery.
- Confirmation of the delivery must be maintained by the pharmacy for five years from the date of payment and must be retrievable on audit. Delivery industry tracking receipts that contain a signature (e.g., FedEx, UPS, and USPS) qualify as a signature for receipt of delivery.

Home delivery:

- If a pharmacy provider chooses to have a pharmacy representative deliver prescription(s) to a recipient's home, the pharmacy should inform the recipient or designee of the pharmacy's delivery schedule, verify the date and location for the delivery, and notify the recipient or designee that a signature will be required at the time of delivery.
- The pharmacy representative will obtain a signature from the recipient or their designee confirming the delivery. A waiver signature form is not an acceptable practice, and such forms will not serve as confirmation of delivery. Delivery confirmation must be maintained by the pharmacy for five years from the date of payment and must be retrievable upon audit. Electronic signatures for receipt are permitted only if retrievable and kept on file by the pharmacy.

Documentation of Counseling:

Federal Statutory Requirement: Section 1927(g)(2)(ii)(I) of the Act requires that the pharmacist offer to discuss with each Medicaid Program recipient or a caregiver, in person whenever practicable, or by toll-free telephone for long distance calls, matters which, in his/her professional judgment the pharmacist deems significant. Such counseling is subject to standards for counseling in accordance with the Louisiana Board of Pharmacy Regulations at LAC, 46:LIII, §517. Such counseling is to be provided unless refused by the Medicaid Program recipient or caregiver. Effective May 1, 2016, LA Department of Health and Hospitals Pharmacy program will require counseling documentation for all prescriptions reimbursed by LA Medicaid. According to the patient counseling standards in the Omnibus Budget Reconciliation Act of 1990 (OBRA'90), patient counseling begins with, and focuses on providing information related to the immediately prescribed drug. The only documentation required is a "yes" or "no" checked on the form next to the patient's signature to indicate whether he or she accepted the offer to provide this information. The counseling records must be retained in the pharmacy for five years from the date of payment and readily retrievable upon audit.

Your continued cooperation and support of the Louisiana Medicaid Program efforts to coordinate care and improve health are greatly appreciated.

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If you have questions about the contents of this memo, you may contact the Pharmacy Help Desk at (800) 437-9101 or refer to www.lamedicaid.com.

JS/MBW/SHB

c: Bayou Health Plans
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