

Medication Shipment Reminder

Louisiana Department of Health (LDH)

Bureau of Health Services Financing (Louisiana Medicaid)

Louisiana Medicaid Managed Care Program

Medication Shipment to Member Best Practice Reminder

Some pharmacies choose to ship medications to patients. When a pharmacy ships a medication to a patient, that pharmacy is responsible for the delivery of an intact, viable product to the member.

As a reminder, according to the **LDH Medicaid Services Manual Section 37.1:**

Pharmacy Signature and Delivery Logs

Pharmacy providers must obtain a signature from the patient or caregiver confirming the receipt of the prescription(s). This applies to all prescription pick-ups, home, and facility deliveries. Claim submission is not proof that the prescription(s) or prescription order was actually furnished.

Facility Delivery/Mail Order/Specialty

1. A signature is required at the time of delivery;
2. 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(s) in the delivery;
3. Electronic signatures for receipt or electronic tracking slips for delivery are permitted only if retrievable on audit;
4. A waiver signature form is not an acceptable practice and such forms will not serve as confirmation of delivery; and
5. 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.

As a further reminder, according to the **Magellan Medicaid Provider Manual Section 12.4.16:**

- It is unacceptable to bill for drugs that the Covered Person did not authorize or receive.

If a claim is processed for a drug that the covered person did not receive, that claim should be reversed.