

April 28, 2021

<Provider Name>
<Provider Address 1>
<Provider Address 2>
<City> <State> zipcode5-zipcode4

Dear Pharmacy Providers and Medicaid Health Plans:

RE: Clarification of Signature Log Requirements for Proof of Delivery

The purpose of this letter is to provide clarification to the Pharmacy Chapter of the Michigan Department of Health and Human Services (MDHHS) Medicaid Provider Manual. In order to maintain program integrity, pharmacies must obtain proof of delivery of both new and refilled prescriptions. The MDHHS Medicaid Provider Manual is located at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms >> Medicaid Provider Manual.

Due to the declared COVID-19 Public Health Emergency and social distancing guidelines of the Centers for Disease Control and Prevention (CDC), there has been a significant increase in medication delivery.

Delivery of both new and refilled prescriptions by Medicaid pharmacy providers must be verified by adherence to the signature log requirements. For prescriptions delivered by common carrier (US mail, FedEx, UPS, etc.), a tracking number alone is not considered a valid proof of Member receipt. The tracking number must be accompanied by tracking detail from the carrier showing medication was delivered or accompanied by Member or Member Representative electronic or manual signature at the time of delivery. Any method of reproducing past signatures is not acceptable. Pharmacies should be able to link the tracking information to the prescription record through supporting documents if requested. Pharmacies must validate the Member's address prior to mailing the prescription.

Any questions can be directed to Vicki Goethals via e-mail at GoethalsV@michigan.gov.

An electronic version of this document is available at www.michigan.gov/medicaidproviders
>> Policy, Letters & Forms.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Massey', followed by a long horizontal line.

Kate Massey, Director
Medical Services Administration