



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Med-QUEST Division
Medical Standards Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

May 16, 2003

MEMORANDUM

ACS M03-04

TO: Nursing Facilities and Long Term Care Pharmacy Providers

FROM: Aileen Hiramatsu, Med-QUEST Division Administrator

SUBJECT: MEDICAID REQUIREMENTS FOR NURSING FACILITY VERBAL
AND TELEPHONE PRESCRIPTIONS

The Department of Health issued an interim policy effective October 1, 2002, relating to pharmaceutical agents provided to residents of nursing facilities. The interim policy amended Title 11, Chapter 94, Skilled Nursing/Intermediate Care Facilities, Section 94-27 Pharmaceutical Services and reads:

"(c) (2) All verbal or telephone orders for medication shall be recorded and signed by the person receiving them and shall be authenticated by the prescribing physician according to the Policies and Procedures of the institution."

The Med-QUEST Division (MQD) has been asked to clarify how this policy related to pharmaceutical agents provided to Medicaid recipients in nursing facilities (NFs).

Although Medicaid's Hawaii Administrative Rules (HAR) do not dictate a NF's policies and procedures concerning verbal and/or telephone orders for medication, Medicaid cannot extend reimbursement to pharmacies unless there is a valid prescription. After discussions with various NFs and a provider of long term care pharmacy services, the MQD has decided that verbal and telephone orders for medication must be authenticated and signed by the prescriber within seventy (70) days of the order.

The MQD will amend its HAR to include the requirement that valid verbal and/or telephone orders for medication provided to Medicaid recipients in NFs must be recorded and signed by the person receiving them and shall be countersigned by the prescribing physician no more than seventy (70) days later. Until the MQD amends its HAR, MQD will enforce this policy

and require that LTC pharmacy providers return reimbursements for medications if the prescribing physician has not signed the order within 70 days of the verbal and/or telephone order.

For questions or clarification, please contact Dr. Lynette Honbo at 692-8106.

/s/ Aileen Hiramatsu
Med-QUEST Division Administrator