

Utah Medicaid Pharmacy “Proof of Delivery” Requirement Related to the COVID-19 Emergency

In response to the COVID-19 emergency and the potential for Medicaid members to experience decreased access to needed services, Utah Medicaid is clarifying its policy regarding the “Proof of Delivery” requirement for prescription medications. While some components of the guidance reflect Medicaid’s ongoing policy, other parts pertain to the emergency time period. Utah Medicaid is currently defining this period to extend through the end of the month in which the Emergency Declaration Period ends.

What is Medicaid’s current “Proof of Delivery” requirement for prescription medications?

Utah Administrative Code R414-60-4(3)(e) “Medicaid Policy for Pharmacy Program” requires “documentation of receipt of a prescription” or “proof of delivery” and states:

Pharmacies must maintain documentation of receipt of a prescription by a Medicaid client or the client's authorized representative. The documentation must clearly identify the covered outpatient drug received by the client, the date the covered outpatient drug was received, and who received the covered outpatient drug.

Will Utah Medicaid require proof of delivery during the COVID-19 Emergency Period?

For non-CII prescriptions:

- Proof of delivery requirements are waived during the COVID-19 Emergency Period for non-CII prescriptions.

For CII prescriptions:

- Established proof of delivery requirements, such as a signature requirement or other documentation as outlined in R414-60-4(3)(e) remain in place for CII medications. Such confirmation should be documented and maintained by the provider.

Where can I send additional comments or questions?

Additional comments or questions can be sent to utahmedicaidpharmacy@utah.gov.