

State of Vermont**Department of Vermont Health Access (DVHA)**

NOB 1 South, 280 State Drive

Waterbury, VT 05671-1010

April 11, 2023

****Attention Pharmacies******Important Update on Prescription Signature Requirements**

In response to the COVID-19 Public Health Emergency (PHE), the Department of Vermont Health Access (DVHA) temporarily waived signature requirements for receipt or delivery of prescriptions. In line with the end of the PHE, signature requirements will resume on May 11, 2023. Documentation of the offer to counsel and proof of delivery will be required for every prescription, effective 5/11/2023.

Please refer to the updated pharmacy provider manual for details on required documentation [Manuals | Department of Vermont Health Access](#)

Documentation of Offer to Counsel: Pharmacies that participate in Vermont Medicaid must keep a signature log to verify that each participant accepted or refused an offer of counseling. The pharmacy must document each participant's signature in a uniform manner, including (at minimum):

- (a) The participant's name;
- (b) The signature of the participant, or their representative;
- (c) The date the participant received the prescription; and
- (d) Whether the participant accepted or refused an offer of counseling.

Documentation of Proof of Delivery: If a pharmacy delivers an item directly to a participant or makes an item available for a participant to pick up, the pharmacy must be able to furnish proof of delivery. The proof of delivery must include:

- (a) The participant's name,
- (b) A detailed description of the item delivered,
- (c) Either:
 - (1) A signature from the participant or the participant's representative; or
 - (2) A delivery service tracking slip with the participant's name or a reference to the participant's packages, the delivery service package identification number, and the delivery

For questions, please contact the Change Healthcare Pharmacy Help Desk at 1-844-679-5362. Vermont providers can also send inquiries via email to **PBA_VTHelpdesk@changehealthcare.com**. Thank you for your continued support of Vermont's pharmacy benefits programs.