

## **RMD Bulletin**

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# PREPARING FOR 5010: PATS, MEDICATIONS, & THE IS SHUTDOWN

On March 16, 2012 at 5:00 p.m., in order to update the Integrated System (IS) to comply with formatting changes mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the IS will be shut down for two (2) weeks until April 2<sup>nd</sup> at 8:00 AM. During this two week period, providers will not be able to access or log on to the IS. This means that computer prescription order entry will not be possible through the IS. We expect the system to be operational on Monday, April 2<sup>nd</sup> at 8:00 AM. However, should additional delays occur, the following procedures will remain in effect until the IS becomes operational. **If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725.**

**PLEASE REFER TO THE FOLLOWING INSTRUCTIONS FOR DOWNTIME PROCEDURES FOR CONTINUING OPERATIONS.**

### **CLINIC PROCEDURES FOR PROCESSING PRESCRIPTIONS DURING THE IS SHUTDOWN**

1. Clinic prescriptions shall be written on the PATS prescription pads or regular prescription pads with the following minor changes in procedures:
  - a. The prescriber's first and last name and clinic phone number should be written on each prescription, if not already included. Also, enter the patient's DMH ID number and the PATS Card number on the prescription. This is especially important for new patients.
  - b. Prescribers may either use the PATS prescription pad or regular prescription pad.

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- c. If the PATS prescription pad is used:
  - i. The prescriber's first and last name and clinic phone number must be HANDWRITTEN (press hard) to be visible on the yellow carbon copy. Personalized name stamps will not transfer and therefore cannot be used unless the yellow copy is also stamped.
  - ii. The yellow copy is to be kept on file for purposes of entry into PATS after the system is operational. Please note that the yellow copy omits the signature field, which is why the **prescriber's/furnisher's name and signature must be printed separately on the yellow copy of the PATS prescription.**
  - iii. Copies should be filed ALPHABETICALLY at the clinic by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry.
  - iv. The ORIGINAL SIGNED PRESCRIPTION (white copy) MUST be given to the patient to bring to the pharmacy.
- d. If a REGULAR prescription pad is used (i.e. blue Centers for Medicare and Medicaid Services prescription) :
  - i. The prescriber's first and last name and clinic phone number must be HANDWRITTEN or stamped onto the prescription. Note: The patient's DMH ID number and the PATS Card number must be written on the prescription.
  - ii. The drug code must also be handwritten onto the prescription.
  - iii. A photocopy must be made and kept on file for purposes of entry into PATS after the system is operational.
  - iv. Copies should be filed ALPHABETICALLY at the clinic by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry.
  - v. The ORIGINAL SIGNED PRESCRIPTION MUST be given to the patient to bring to the pharmacy.
2. Copies of original prescriptions and yellow copies can be filed together at the clinic. Once again, alphabetical hanging or manila files should be used to organize these records by last name, as we anticipate that pharmacies will call regarding lost prescriptions or missing information.

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3. Upon receiving notice that the system is once again operational, all new prescriptions are to be manually entered into PATS ASAP.
  - a. Please enter the original date the prescription was written, not the date of manual computer entry.
4. Note to Prescribers: Please print legibly and clearly especially if writing multiple prescriptions, as clerical staff will need to accurately re-enter this information into the system once the system is functional.

If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725.

## **PHARMACY PROCEDURES FOR PROCESSING CLAIMS DURING THE IS SHUTDOWN**

VeriFone system will only be functional for new prescriptions that were entered into the IS prior to the system going down and for refills.

### 1. NEW PRESCRIPTIONS:

- a. Clinics will instruct patients to bring an original hard copy of the prescription.
- b. If a patient walks into your pharmacy during the downtime without an original prescription, you must either instruct the patient to return to the clinic and pick up the original prescription or contact the clinic to fax you a copy with the prescriber/furnisher's original signature. Clinics have been instructed to maintain a copy of the original prescription.
- c. ALL new prescriptions should be filed separately, with patient's PATS Card and DMH ID numbers documented.
- d. When the system returns to operation, clinics will begin manually entering PATS prescriptions.
- e. At that time you may begin entering PATS Card numbers into the VeriFone system to retrieve prescriptions and mark them as filled.
- f. Please back date prescriptions to actual date of fill.

### 2. REFILLS:

- a. Refills may be dispensed according to your own pharmacy records if available.
- b. Refills may immediately be updated via the VeriFone.

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- c. In the event you are unable to access the VeriFone, please follow the procedures D to G below:
- d. When refills are dispensed to DMH patients, please document the following:
  - i. Patient's first, last name, DMH ID#, or card#
  - ii. Date of refill
  - iii. Drug name
- e. For those pharmacies that do not have refill information on file and do not have a hard copy of the original yellow prescription, you may contact DMH Pharmacy Services staff at (213) 738-4725 for refill information as needed.
- f. Update all refills using the actual date of the refill when the system is operational.
- g. Please note that if refill records are not updated in a timely fashion, incorrect refill amounts or denial of refills will occur at the time of the next visit.
- h. Please note that Patient Assistance Program (PAP) shipments and manual claims payments will be delayed due to the system shutdown.

If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725.