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GAVIN NEWSOM
GOVERNOR

Waiver of Requirement for Patient Signature On-File for Mailed or Delivered Prescriptions

April 24, 2020

The Department of Health Care Services (DHCS) continues to closely monitor the 2019 novel Coronavirus (COVID-19) situation and provide updates and guidance to Medi-Cal providers in response to concerns or questions related to the Medi-Cal fee-for-service (FFS) and Family PACT pharmacy benefit. To that end, effectively immediately, the following temporary new policy is instituted:

Suspension of in-person signature requirement for delivered medications

Per Executive Order N-55-20, Welfare and Institutions Code § 14043.341 requiring providers that dispense controlled drugs, dangerous drugs, or dangerous devices to a Medi-Cal beneficiary to maintain a record of the signature of the person receiving the drug or device, is suspended. Effective immediately the Department of Health Care Services (DHCS) will allow any form of delivery service tracking or electronically documented proof of delivery to suffice as proof of receipt of a drug or device by the Medi-Cal and Family PACT beneficiary or authorized representative. This temporary policy change is subsequent to state ordered quarantine and physical distancing mandates and is instituted out of concern for the safety of all parties involved in the delivery of medications and/or devices to Medi-Cal beneficiaries during the pandemic spread of the COVID 19 virus.

DHCS also seeks to limit the number of delivery attempts that might be necessary to obtain the physical signature should the beneficiary, or their representative, not come to the door at the time of delivery. If attempts to communicate with the resident fail, delivery carriers may leave the medication or device, packaged discretely, at the door. The delivery must be documented and electronically logged with a notation of the location of the delivery, date, time, and beneficiary name.

This temporary change will remain in effect until further notice.

DHCS continues to closely monitor the evolving COVID-19 situation and will issue further reminders and guidance as appropriate. In addition, Medi-Cal providers are encouraged to

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monitor the [DHCS COVID-19 Response](#) website for additional COVID-19 related changes and updates.

Questions may be directed to the Telephone Service Center (TSC) at 1-800-541-5555, 8 a.m. to 5 p.m., Monday through Friday, (except holidays)