

# Updated: Patient Counseling Signature Requirements in Provider Manual

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April 1, 2023

The *Patient Counseling Requirements* section of the [Medi-Cal Rx Provider Manual](#) has been updated on the [Medi-Cal Rx Web Portal](#). These changes are effective on and after May 11, 2023, when the national COVID-19 public health emergency ends (per SPA 22-0069).

## What Pharmacy Providers Need to Know

Details of this change are listed below:

### Added Details

- Counseling requirements apply to both new and refill prescriptions, except in situations where the patient's agent is not readily available to receive a counseling offer or the counseling itself.
- Documentation in the form of a signature by the patient or patient's agent is required only if counseling is refused and must be retained in the pharmacy for at least one year from the dispense date. Pharmacies are exempt from this requirement during the COVID-19 public health emergency.

### Removed Details

- Counseling requirements apply to both new and refill prescriptions.
- Pharmacists are required to at least document any refusal by the patient or the patient's agent to accept an offer of counseling.

## What Pharmacy Providers Need to Do

Pharmacy providers must observe the following guidelines regarding counseling:

- The pharmacist is required to discuss with each Medicaid beneficiary or caregiver, in person whenever practicable, any issue the pharmacist deems significant in their professional judgment. Such counseling is to be provided unless refused by the Medicaid beneficiary or caregiver.
- Update existing Standard Operating Practices (SOPs) and workflows (if needed) to state that maintaining documentation in the form of a signature by the patient or patient's agent is only required if counseling is refused.
- Records must be retained in the pharmacy for at least one year from the dispense date.

## Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, email Medi-Cal Rx Education & Outreach at [MediCalRxEducationOutreach@magellanhealth.com](mailto:MediCalRxEducationOutreach@magellanhealth.com).