



Automated Medical Payments

# Medicaid Bulletin

## Colorado Title XIX

Fiscal Agent



600 Seventeenth Street  
Suite 600 North  
Denver, CO 80202

### Medicaid Provider Services

303-534-0146  
1-800-237-0757

### Mailing Addresses

Claims & PARs  
P.O. Box 30  
Denver, CO 80201-0030

### Correspondence, Inquiries & Adjustments

P.O. Box 90  
Denver, CO 80201-0090

### Provider enrollment, Provider information, Changes, Signature authorization, and Claim requisitions

P.O. Box 1100  
Denver, CO 80201-1100

### Medicaid Fiscal Agent Information on the Internet

[coloradomedicaid.consultec-inc.com](http://coloradomedicaid.consultec-inc.com)

Medicaid bulletins contain important policy and billing information and should be shared promptly with billing staff.

Bulletins supplement information in the Medicaid Provider Manual and should be retained with the provider manual for reference. Retain all bulletins until published notification advises that the information is obsolete or reproduced in subsequent bulletins or provider manual updates.

Please direct questions about bulletins and billing information to Medicaid Provider Services.

**Distribution: Pharmacies, Physicians & Osteopaths**      **September 2001**

**Reference: B0100111**

## Medicaid Prescription Tracking and Claim Reversals

Effective September 1, 2001 the following information applies to pharmacy providers. State regulation 8.870.06 states that Pharmacy providers shall maintain:

- 1) A chronological log containing the client's name, his or her signature or agent's signature and date of the receipt of the prescription,  
**or**
- 2) An electronic prescription tracking system that records the status of prescriptions through the fill process including the date and time that the prescription was transferred to a person verified by pharmacy personnel to be the client or agent of the client.

Pharmacies using a chronological log shall review all Medicaid prescriptions in will-call status (*filled not released to patient or patient's agent*) at least weekly. All prescriptions billed to Medicaid fourteen (14) days ago or more shall be reversed on the day of review. No prescriptions shall remain in a will-call status for more than twenty-one (21) days. The pharmacy shall maintain a record of each reversal for audit purposes.

Pharmacies using an electronic prescription tracking system shall review prescriptions in will-call status on a daily basis. Prescriptions not picked up within ten (10) days of billing shall be reversed. No prescriptions can remain in will-call status for more than fourteen (14) days. The pharmacy shall maintain a record of each reversal for audit purposes.

A pharmacy has up to 72 hours or three working days from the receipt of a written request from the Department of Health Care Policy and Financing or the Medicaid Fraud Unit for Medicaid Claims and reversals records:

- 1) To provide the requested records  
**or**
- 2) To agree with the Department(s) to a specific time within which the records will be produced.

Please direct questions about Medicaid policy to:

**Medicaid Provider Services**  
**303-534-0146 or 1-800-237-0757 (toll free Colorado)**

Please direct questions about claim submissions and PARS to:

**PDCS Pharmacy Help Desk**  
**1-800-365-4944**