

# Pharmacy Update

March 20, 2020

## Signature Logs During COVID-19 Outbreak

CVS Caremark has been closely monitoring the development of COVID-19 outbreak in these unprecedented times. CVS Caremark understands that patients are concerned about maintaining social distance within the pharmacy and are requesting prescriptions be brought to pharmacy front doors or being sent directly to the patient. Such measures would reduce the risk of possible exposures for the patients and pharmacy staffs, however, could constrain the pharmacy's ability to capture patient signatures.

As such, CVS Caremark will be temporarily allowing pharmacies to document the word "COVID" on its signature log with delivery date and delivery time for retail pharmacy patients that choose not to directly sign. If the pharmacy is delivering the Covered Item directly to the patient's home, document by writing "COVID Delivery" when capturing direct signature is not possible. Please maintain the tracking information if you use a common courier rather than one of your employees. As part of documentation, please also include a means to tie the impacted signature captures back to the specific prescriptions (e.g. Rx# and Date of Fill).

This temporary agreement is effective for prescriptions dispensed on or after March 1, 2020 until notified otherwise.

Please note that impacted claims may still be subject to Caremark's audit at a later date, however, signature requirements will be waived with the aforementioned documentation.

**This update applies to:**  
All Network Pharmacies

**State(s):**  
National

**Line(s) of Business:**  
All

**Pharmacy Inquiries:**  
If you have questions, call the Pharmacy Help Desk number provided in the claim response or the following if one is not provided:

**Commercial:**  
**1-800-364-6331**

**Med D:**  
**1-866-693-4620**

**Medicaid:**  
Refer to claim response, ID card, or Plan website

**Payer Sheets:**  
For additional claim processing information, refer to the CVS Caremark Payer Sheets at [caremark.com/pharminfo](https://www.caremark.com/pharminfo) > NCPDP Payer Sheets.

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