

**BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.**  
**Health Services**

**Policies and Procedures**

Policy Subject/Title:	Medication Assistance Programs
Applicability:	B/CS Community Health Center MAP Program
Purpose:	To assist the staff in the process of the initial application process for the MAP program

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Policy:

Upon initial referral to the Medication Assistance Program (MAP), the application must be completed as per pharmaceutical company requirements, required documents collected and client informed of the process for MAP services.

Procedure:

**How to Make a MAP Appointment**

Patient appointments can be made when checking out from their provider visit or the patient may call in to make a MAP appointment.

The person making a MAP appointment must provide the patient a “MAP Appointment Letter” either in person or mail it to them prior to their appointment. The person making the appointment will document that they have provided the patient the “MAP Appointment Letter” in the General Notes box of the Appointment Screen. They will note if it was mailed to the patient or handed to them when the appointment was made.

**Before The Initial MAP Appointment**

MAP clerk or designee will receive a referral in the electronic medical record system from the ordering provider.

Screening for eligibility for some Prescription Savings Program may be accomplished by reviewing the documentation already provided by the patient in the clinic registration process. This can be reviewed in the electronic medical records system under Patient Documents and information can be transferred into the MAP folders in the electronic medical record system.

## During MAP Appointments

Introduce yourself to client.

Ask client for documents that were requested for this appointment and make copies:

- **Current** Picture ID – Driver's License or ID card (**REQUIRED**)
- Social Security Card (**REQUIRED**)
- Current Social Security Award Letter (**REQUIRED**)
- Proof of Income – most recent tax return or Form 4506T **and** at least a current month's worth of check stubs

**NOTE:** if any of the required documents are missing, the client will be told that they have to reschedule and **must bring** all required documents at their next appointment.

Identify number of applications that need to be completed and inform client of the fee for application(s) which the client **must pay before** completion of application. Have client go to check-out desk for payment of applications with MAP Encounter Slip (which indicates number of applications to be done).

Explain the MAP program, have the patient sign the contract and the Release of Information form.

Enter client information into the electronic medical record system in the Patient Documents in the MAP Folder:

Have client review information before signing application form. Make any needed changes if indicated and re-print form for client signature.

Inform client that once medications are delivered to the clinic:

- They will receive a phone call to pick-up the medications. **DO NOT GIVE THEM A TIME PERIOD.**
- For refills – client must contact MAP clerk at least 20 days before they run out of medicine
- Renewals – re-application will require an appointment with MAP clerk and the frequency is dependent on the pharmacy program from which they are receiving their medications. Patients will be informed at the initial MAP appointment when they **will have to return to re-apply.**

## After MAP Appointments

Application is highlighted where provider signatures and prescription information is needed. Then it is sent to the provider's office for signature.

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If the information has not been received back from the provider by the 3<sup>rd</sup> day the MAP clerk will contact the provider's staff or the provider to remind them that the patient is waiting on their application to be processed and document that this has been communicated in the referral notes.

Once application form is signed by provider and a written prescription for medication is obtained a copy is made.

The copies of the original application form and documents are scanned into the electronic medical record system in the Patient Documents/MAP Folder.

The original applications and supporting documentation is either mailed or faxed to the company depending on company preference.

Document in the electronic medical record progress note under HPI (MAP drop-down section) a short note that documents the status of MAP appointments. All applications and supporting documentation will be scanned into the electronic medical record in the MAP Folder under Patient Documents.

### **Receipt of Medication**

When medications are received the shipment is opened and the medication received verified with the packing slip, i.e. name of drug, dose, amount of medication, by checking & initialing on the packing slip each medication received. The receipt of the medication is recorded in the electronic medical record on a telephone encounter form.

The medication is placed in a bag and the following information is documented on that bag:

- Patient Name
- Date of Birth
- MR #
- Current Telephone Number

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Prior to stapling the bag closed a second staff person will verify that the name on the actual medication packaging is the same as the name on the bag into which it is being placed.

The bag is placed in a locked cabinet in alphabetical order by patient's last name. The patient is notified by phone that their medication is ready for pick-up. If a medication requires refrigeration it is placed in a locked refrigerator after being placed in a bag.

If unable to reach the patient by phone a letter is sent to the patient notifying them that their medication is ready for pick-up.

### **Patient Pick-Up of Prescriptions**

Patients will be provided their medication when they come to pick it up. The person transferring the medication to the patient will ask them to tell them the following information:

- Patient Name
- Date of Birth
- MR #
- Current Telephone Number

The name of the person picking up the medication will be documented on the MAP Pick-Up Log.

Enclosure:

MAP Appointment Letter – English & Spanish Versions

MAP Notification Letter – English & Spanish Versions

Label Examples

MAP Encounter Slip

MAP Notice: New MAP Hours – English & Spanish Versions

MAP Pick-Up Log