



COVID-19 and signature logs

03.19.2020

As it pertains to COVID-19 and the requirement for obtaining signature logs, pharmacies should refer to the Express Scripts Provider Manual (available here: <https://prc.express-scripts.com>) and make reasonable business efforts to continue to capture signature or proof of delivery. We understand patients may have concerns with coming into contact with a document or signature pad due to COVID-19. For this reason we are offering a temporary concession to our signature log requirement. Effective March 18 through April 30, 2020, if a member's signature is not available due to COVID-19, the pharmacy will be required to make a notation on the hard copy prescription or an electronic annotation tied to the prescription fill stating the reason for unavailability of signature. This concession does not apply to prescriptions required by law to have a signature. For delivered prescriptions, documentation must contain member name, prescription number and date of service or delivery. Network Provider agrees that it shall collect the full Copayment from Members, and that the Copayment is not changed or waived unless required by law. All prescriptions will still be subject to audit and/or fraud, waste and abuse review.

If you need a member's specific prescription processing information or other help with a claim, please visit our Pharmacist Resource Center at <https://prc.express-scripts.com>.

Thank you,

Provider Outreach Team
Express Scripts