



MEDICAL ASSISTANCE BULLETIN  
COMMONWEALTH OF PENNSYLVANIA \* DEPARTMENT OF PUBLIC WELFARE

**NUMBER:** 19-04-01

**ISSUE DATE:**  
January 23, 2004

**EFFECTIVE DATE:**  
January 1, 2004

**SUBJECT:** Prescriptions Unclaimed By MA Recipients

**BY:**

A handwritten signature in black ink, appearing to read "David S. Feinberg".

David S. Feinberg  
Deputy Secretary for Medical Assistance Programs

**PURPOSE:**

The purpose of this bulletin is to remind pharmacy providers in the Fee-For-Service (FFS) delivery system to credit the Medical Assistance (MA) Program for unclaimed prescriptions for MA recipients.

**IMPORTANT REMINDER:** The Department of Public Welfare's new claims processing system, PROMISe™, is scheduled to be implemented on March 1, 2004. PROMISe™ will not accept claims that are not compliant with the Federal Health Insurance Portability and Accountability Act (HIPAA) requirements related to the submission of electronic claims in a standard format. Providers that have not become HIPAA certified by submitting a test file in the HIPAA format need to take steps to begin this process immediately. Information on the new formats is available at [www.dpw.state.pa.us/omap/hipaa/omaphipaa.asp](http://www.dpw.state.pa.us/omap/hipaa/omaphipaa.asp) or by calling 1-800-248-2152.

**SCOPE:**

This bulletin applies to all pharmacies participating in the MA FFS Program.

**BACKGROUND/DISCUSSION:**

There may be occasions when prescriptions for MA recipients are filled by the pharmacy but are never claimed by the recipient. This may apply to refill prescriptions as well as new. If the recipient fails to pick up his or her prescription, the pharmacy must issue a credit to the MA Program. Prescriptions that are not picked up by recipients are considered by the Department to be services that are not rendered to a recipient and are subject to the provisions in MA Regulations (55 Pa.Code § 1101.75(a)). Therefore, the Department is reminding pharmacy providers that the pharmacy is obligated to issue the proper credit to the MA Program.

If the pharmacy originally submitted the unclaimed prescription through the Electronic Claims Management (ECM) on-line adjudication system, the pharmacy should reverse the claim to ensure proper credit to the MA Program. Currently, pharmacy providers have up to 45 days from the original submission to reverse the claim. The process for reversing a claim on-line is described in MA Bulletin 19-01-05 (ON-LINE Pharmacy Extended Reversal Implementation). If the pharmacy submitted the claim by another method (tape, diskette, modem or paper), the pharmacy should complete a Claim Adjustment Form (MA 302A) and submit it to the Department. The procedure for submitting a Claim Adjustment Form is described in the Pharmaceutical Services Handbook, pages V-

**PROCEDURE:**

Pharmacies should periodically check all unclaimed prescriptions to see if any involve an MA recipient. The pharmacy may want to attempt to contact the recipient, if possible, to see if the recipient still needs the prescription before crediting the MA Program for the claim.

If the unclaimed prescription involves a recipient in a managed care organization (MCO), the pharmacy should contact the MCO for the appropriate procedure to credit the claim.

**COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:**

Pharmacy Services Section  
P.O. Box 8046  
Harrisburg, Pennsylvania 17105

**or call 1-800-932-0938**

Visit the Office of Medical Assistance Programs website at **[www.dpw.state.pa.us/omap](http://www.dpw.state.pa.us/omap)**.