County of Los Angeles   **Department of Health Services**

OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE

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NUMBER: 11708
VERSION: 1

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SUBJECT/TITLE: **OUTPATIENT PHARMACY PRESCRIPTION PAYMENT AND REFUND PROCEDURE**

POLICY: All Outpatient Pharmacy employees must fulfill the steps involved to accurately process a prescription co-payment or refund.

PURPOSE: To provide guidance on the correct procedure for handling prescription payments and refunds at Olive View Medical Center, Outpatient Pharmacy.

DEPARTMENTS: **ALL**

DEFINITIONS: Patients who are deemed to have an ability to pay for their prescriptions or where a third party prescription insurance requires the collection of a co-payment will require proof of payment before the release of the prescription medications. Patients who have paid for their prescriptions may be entitled to a refund if they have not picked up their prescription medications or if they have picked up their prescriptions and they receive approval for a change in financial support.

PROCEDURE: **Prescription Payment**
1. The Pharmacy Technician at the Outpatient Pharmacy drop off window, checks the patient's financial information in ORCHID.

2. The Pharmacy Technician updates the patient's financial information in the Cerner Etreby Pharmacy program by inputting a billing code in their profile. The prescription(s) is typed and submitted to insurance for electronic billing or to a DHS financial code. The patient is given a receipt (H93 A (7-17)) for the prescription's being activated and time stamped. The receipt contains a patient specific sticker listing the patient's name, date of birth and MRN number. The number of new and/or refill prescriptions being processed is also notated.

3. If the carrier code indicates that the patient must pay, the Pharmacy Technician determines the cost through the Cerner Etreby Pharmacy software. The Pharmacy Technician will inform the patient of the charge and verifies that the patient can pay for the medication.

4. If the patient indicates he/she does not have the ability to pay for the medication, then the patient is referred back to Financial Services (2D151) for enrollment in MediCal, ATP or other public assistance programs.

5. If the patient pays for the medication, the Pharmacy Technician completes a Pharmacy cash receipt (76C 168R OV1308 (2/87) 2/99).

The pharmacy:

a. Keeps the white copy;
b. Gives the patient the other three copies (pink, yellow, goldenrod);
c. Directs the patient to the cashier to make the payment;
d. Directs the patient to wait in the second-floor hospital lobby until his/her name is displayed on the Translux/Patient Information board which indicates that the prescriptions are ready for pick up.

6. At the Outpatient Pharmacy Pick Up window, the Pharmacy Technician will verify the patient's identity utilizing two (2) patient identifiers.

The Pharmacy Technician will:

a. Check the pharmacy cash receipt to verify that it has been notated as paid by the cash office;
b. Give the patient the goldenrod copy of the receipt and his/her filled Prescription(s).

Prescription Refund:
When a patient presents at the Outpatient Pharmacy Pick Up window with proof of payment collection but requests a refund, the Pharmacy Technician must refer to the Pharmacist.

The Pharmacist must ascertain the reason for the refund request with the patient directly and verify the claimed prescription payment has been made.

The refund should be granted if the patient:

- has paid for their prescriptions but not picked up their prescription medications;
- has picked up their prescriptions but received approval for a change in financial support or insurance;

The Pharmacist will stamp the Pharmacy cash receipt (76C 168R OV1308 (2/87) 2/99), indicating the refund amount and sign. The patient will be directed to return to the cashier for their authorized refund.

References:	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Judith Maass (Chief Executive Officer), Rima Matevosian (Chief Medical Officer)	Date: 05/01/2019
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