



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

MEMORANDUM

TO: WV Medicaid Pharmacy Providers

FROM: Cynthia Beane, MSW, LCSW
Commissioner

DATE: April 8, 2020

SUBJECT: Waiver of Requirement for Member Signatures of Non-Controlled Substances

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is no longer requiring member signatures for the receipt of non-controlled prescriptions. In cases where a member does not wish to sign for their non-controlled medication or with the delivery of medications to a member's place of residence, a record must be made by the provider that the medication was delivered/dispensed along with the reason for not obtaining the member's signature.

Thank-you for your cooperation during these difficult times. BMS appreciates all that you do to protect the health and well-being of our members. BMS will continue to monitor the situation and work closely with our state and federal partners gathering further information and directives.

This is expected to continue through the federal declaration or until further notification is provided.