



# MACOMB COUNTY

## COMMUNITY MENTAL HEALTH

Subject: <b>Directly Operated Program Management</b>	Procedure: <b>Injectable Medication Documentation</b>	
Last Updated: <b>04/01/2022</b>	Owner: <b>MCCMH Nursing Administrator</b>	Pages: <b>8</b>

### I. PURPOSE:

To distribute and train MCCMH directly operated providers on the requirements related to Injectable Medication Documentation.

### II. DEFINITIONS:

None.

### III. PROCEDURE

#### A. PHARMACY COMMUNICATION

##### 1. New Consumers

- a. Notify Genoa Healthcare of a new consumer by completing and faxing the Genoa Healthcare Macomb County CMH Consumer Information form. (Exhibit 1.0; Also see Exhibit 1.5 for sample)
- b. Account clerk or nurse selects the clinic and enters the demographic and insurance information on the form and gives it to a nurse.
- c. Nurse completes the allergies section and the next injection date.
- d. Nurse checks if prescription was electronically sent to Genoa Healthcare (in cases of power failure, system malfunction, etc.). If it was not, the nurse attaches a paper prescription to the Genoa Healthcare form.
- e. Nurse gives the completed form and prescription, if applicable, to the clerk responsible for faxing the form to Genoa Healthcare.
- f. Clerk faxes the completed form to Genoa Healthcare and enters a Chart Note into FOCUS as follows: Faxed initial Genoa Healthcare Consumer Information form to Genoa Healthcare on \_\_\_\_\_. *Example: Faxed initial Genoa Healthcare Consumer Information form to Genoa Healthcare on 02/02/2022.*

- g. Clerk scans all faxed documents into FOCUS, verifies scanning was successful and shreds the originals. If unable to complete the scan at the time of receipt, clerk stores unscanned documents in a separate location (such as a binder) until they can be scanned, verified, and then shredded.

## 2. Current Consumers

Notify Genoa Healthcare of any of the listed changes to consumer information.

- a. Account clerk completes the relevant portions of the Genoa Healthcare Macomb County CMH Consumer Information form when the consumer:
  - 1. Has an address change;
  - 2. Has an insurance change; or
  - 3. Transfers to another MCCMH agency.
- b. Nurse completes the relevant portions of Genoa Healthcare Macomb County CMH Consumer Information form when a new allergy for the consumer is reported in FOCUS.
- c. Clerk faxes the completed form to Genoa Healthcare and enters a Chart Note into FOCUS as follows: Faxed update on Genoa Healthcare Information form to Genoa Healthcare on \_\_\_\_\_. *Example: Faxed insurance update on Genoa Health Care Information form to Genoa Healthcare on 02/02/2022.*

## 3. Prescription Changes, Discontinuation Orders, Etc.

- a. Doctors are responsible for notifying Genoa Healthcare and the Treatment Team Staff of all prescription changes (e.g., new prescriptions, discontinuation orders, frequency changes, etc.).

### 1. Genoa Healthcare

The prescription order shall be transmitted electronically to the pharmacy utilizing the FOCUS "PRINT/E-Rx" link. (For example, for new prescription orders, hit "PRINT/E-Rx"; for discontinuation orders, hit "PRINT/E-Rx")

### 2. Treatment Team Staff

A printed copy of the prescription order sent to the pharmacy shall be given to the account clerks to be forwarded to involved nurses/clinicians. Nurses will verify the order in the health record prior to providing medications. (See MCCMH MCO Policy 2-051, "Psychotropic Medication in Community-Based Settings")

## 4. Pharmacy Requests for Additional Information

- a. When Genoa Healthcare contacts the MCCMH Billing Department for additional information/documentation, the MCCMH Billing Department

emails the account clerk and requests a FOCUS Update, information, and/or documentation. Common requests include:

1. An insurance card is needed. This is the most common request.
  - a. The account clerk scans a copy of the card and emails it to the MCCMH Billing Department.
2. Prior authorization from the insurance company is requested.
  - a. Account Clerk scans a copy of the approved prior authorization and emails it to the MCCMH Billing Department.
3. Genoa Healthcare finds insurance not reported on the Consumer Information form.
  - a. Account clerk verifies the insurance, updating FOCUS as applicable.

5. Capture Rx

The MCCMH Billing Department monitors Capture Rx (MCCMH Billed Program) enrollment for consumers receiving injectable medication.

6. Verification/Review of Weekly Scheduled Medication Delivery

- a. Weekly, Genoa Healthcare emails a list of all medications scheduled for delivery the following week to the MCCMH Billing Department.
- b. The MCCMH Billing Department emails these lists to the account clerks and nurses at each site.
- c. Account clerks print a hard copy of the list and deliver it to the involved nurses.
- d. Lists need to be reviewed, updated, and returned to the MCCMH Billing Department as soon as possible, but no later than Tuesday morning of each week so that medication delivery can be on time and complete. The process is as follows:
  1. Nurse verifies the consumer is still on the medication/dose listed.
  2. Nurse enters the number of complete doses on hand onto the list.
  3. Nurse adds any consumers who have injections scheduled but not on the list for delivery **and** do not have medication available for them in the medication room.
    - a. Nurse then must investigate the reason that the medication was not on the list and address the issue accordingly.

4. Upon review completion, nurses give the updated list to account clerks who scan/email or fax them to the MCCMH Billing Department.
- e. Based on the feedback received, the MCCMH Billing Department requests all needed changes/additions/deletions from Genoa Healthcare and emails confirmation to the account clerk.

7. Urgent Situations

Urgent situations requiring expedited delivery of injectable medications from Genoa Healthcare must be referred to the Manager of Nursing Services or the Chief Medical Officer.

8. Review Process for Billing Injectable Medication

- a. When a person served is uninsured, or their insurance will not cover a particular medication, Genoa Healthcare will provide the price of the medication to the Director of Community and Behavior Health Services or their designee, and the medication will be approved via electronic mail communication from the Director of Community and Behavior Health Services or their designee before Genoa Healthcare dispenses the medication to the clinic.
- b. Genoa Healthcare will send an invoice to MCCMH Billing for payment.

B. MEDICATION PROCESSING AND RECORD KEEPING

1. Medication Receipt

- a. All injectable medications, including those from Genoa Healthcare, samples, and PAP, must be logged into FOCUS using the Consumer Drug Inventory Log or for samples into the Drug Inventory Master List, both links are found in the Medical Health Services Tab of FOCUS.
- b. Nurse will review and sign invoice receipts for the medications delivered and provide the invoice to the account clerk who files it in an assigned binder.
- c. The nurse receiving the medications will take them to the assigned storage area where the medications are locked until they can be logged into FOCUS. The inventory must be logged within 24 business hours after delivery.
  1. In absence of a nurse, the clerk shall deliver the medications to any supervisor, who shall ensure proper and appropriate hand- over of the medication to a nurse.

- d. The nurse enters every injectable medication received into FOCUS in the Consumer Drug Inventory Log or the Drug Inventory Master List. The Drug Inventory Master List can give an 'at-a-glance' total of unopened vials/syringes in the clinic.
- e. Nurses enter every medication received into FOCUS. The Inventory Log will generate a drug inventory number for each medication logged. This number can be printed as a sticker and placed onto the medication or written onto the medication label from the pharmacy for each consumer (DO NOT WRITE ON THE MEDICATION PACKAGING).
- f. While documenting medications given, the nurse will add this drug inventory number into their injection Dispense Note. This will allow FOCUS to remove the medication from the Drug inventory.
  - 1. PAP medications may not have individual labels. Enter the medication information into the Consumer Drug Inventory section of FOCUS and print a sticker or write the following legibly onto a sticker:
    - a. Name
    - b. Consumer ID Number
    - c. Injection Name
    - d. Dosage
    - e. Inventory Number
    - f. Expiration Date
    - g. "PAP Medication"
  - 2. Sample medications are entered into the Drug Inventory Master List for each clinic. The Inventory number can be printed as a sticker or written onto the Sample Box.
- g. Nurse initials, dates, and returns a copy of the invoices(s) received to the account clerk immediately after logging the medications into FOCUS.
- h. Account clerk enters a chart note in each consumer's chart as follows: Received \_\_\_\_ medication(s) from \_\_\_\_ on \_\_\_\_ and places the invoice in the Medication Invoice binder. *Example: Received Invega Susitna 256 mg from Genoa Healthcare on 0212912012. OR Received Haldol from PAP on 02/29/2022.*

## 2. Medication Dispensing

- a. When opening a new medication vial and/or syringe, the nurse enters the date opened on the vial/syringe.
- b. Nurse documents dispensing of medication to consumers into their Consumer Medical Chart in FOCUS using Dispense Notes and uses the pharmacy label of the medication to determine the source of drug and billing status to be selected in FOCUS.
  - 1. If the Genoa Healthcare label indicates 'MCCMH to bill,' select 'Stock bill 3<sup>rd</sup> party' and billable 'yes.'
  - 2. If the Genoa Healthcare label indicates 'Pharmacy has billed,' select 'Pharmacy' and billable 'no.'
  - 3. If label section indicates it is a PAP medication being dispensed, select 'PAP' and billable 'no.'
  - 4. If Sample Medication is being dispensed, in FOCUS, select 'Samples' and billable 'no.'
- c. At the end of the appointment, nurse enters the consumer's next appointment(s) for nursing services into the Nursing Activity Schedule by entering the appointment(s) into the FOCUS Scheduler using Nursing Services as the staff, stating the service to be performed and blocking enough time to complete and document all services.

### 3. Disposing of Medication

- a. Nurse opens the Consumer Drug Inventory in FOCUS, selects the medication that needs to be adjusted, and selects the 'admin list'.
- b. Nurse selects 'Add Drug Inventory Dispense,' selects a reason for Disposing of the medication under 'Administrative Dispense Reason' and adds a note including who witnessed this disposal.
- c. If the medication being disposed is a controlled substance, both nurses will sign documentation of the disposition of the medication.

### 4. Returning of Medications

Injectable medications may only be utilized by the consumer they are prescribed for. When a consumer no longer requires an injectable medication because of a discontinue or change order; or when the injectable medication administration is delayed or rescheduled:

- 1. All remaining sealed injectable medications for that consumer must be returned to the pharmacy within two (2) weeks. Proper documentation of the return must be maintained.

- a. The nurse or account clerk must complete a Genoa Healthcare Medication Return Form and update the Consumer Drug Inventory in FOCUS using 'add drug inventory dispense' link and selecting 'Returned' in the Administrative Dispense Reason drop-down.
  - b. The account clerk shall monitor for returns by reviewing the delivery list that the nurse provided to them.
  - c. The pharmacy return sheet must be completed for medications being returned (Exhibit 3.0).
2. All remaining private (including Medicare) insurances-paid unsealed multi-dose injectable medication vials for consumers must be disposed of properly (see MCCMH MCO Policy 2-051, "Psychotropic Medication in Community-Based Settings") and logged into the Consumer Drug Inventory in FOCUS.
  - a. Nurse opens the Consumer Drug Inventory in FOCUS, selects the medication that needs to be adjusted, and selects the 'admin list'.
  - b. Nurse will then select 'Add Drug Inventory Dispense,' select a reason for disposing of the medication under 'Administrative Dispense Reason' and add a note including who witnessed the disposal.
3. All remaining MCCMH paid usable unsealed multi-dose injectable medications may be utilized for other consumers. The administering nurse must select 'Stock bill 3rd party' and indicate 'yes' on Billable in the consumer electronic record. *(Note: This option is rare and has only been used a few times since 2016)*
4. PAP medications (sealed or not) may be utilized by other consumers when relinquished under the PAP Consumer Receipt of Medication Agreement. (See MCCMH MCO Policy 2-051, "Psychotropic Medication in Community-Based Settings, Exhibit G.)
5. If a sealed injectable medication was not returned or is not returnable, the Billing Department must be notified immediately by the consumer-assigned nurse via email (the email must include the Rx number). The Billing Department will then communicate with the pharmacy and advise the nurse on appropriate billing-related measures in collaboration with the Office of the Chief Medical Officer.

6. To return any medication, the original packaging must remain unopened and not defaced (DO NOT WRITE ON THE PACKAGES).

**C. CONSUMER ASSISTANCE**

Account clerks assist consumers in applying for various assistance programs: PAP, Medicaid, and Part D Low Income Subsidy. The MCCMH Billing Department monitors this process and follows-up with account clerks if additional action is needed.

**D. MEDICATION PROCESSING**

1. Sample injectable medications may only be used for consumers newly prescribed a medication including: PMP General Fund consumers, or consumers in the PAP application process.
2. Nurses will administer injections delivered by a pharmacy or MCCMH Health Care Professional.
3. If an injection must go to a pharmacy without delivery, the Nurse or Nursing team scheduled to provide the injection will contact the Nursing Administrator, or designee. If the medication was not delivered by a pharmacy or MCCMH staff, the nurse must be aware of chain of custody, how the medication was stored, expiration date and document these, as well as the special circumstance, in the injection's dispense note.

**IV. RELATED POLICIES**

- A. MCCMH MCO Policy 10-065, "Injectable Medication Documentation and Procedures"
- B. MCCMH MCO Policy 2-051, "Psychotropic Medication in Community- Based Settings"

**V. EXHIBITS**

- A. Genoa Healthcare Macomb County CMH Consumer Information Form
- B. Genoa Healthcare Medication Return Form

**Annual Review Attestation / Revision History:**

Revision #:	Revision/Review Date:	Revision Summary:	Reviewer/Reviser:
1	7/28/2021	Creation of Procedure.	Jeffrey Clark
2	4/01/2022	Revision.	Jeffrey Clark