



Mass General Brigham

Delayed Voucher

*Karen Ryle, MS, Rph
Director of Outpatient Pharmacy
Massachusetts General Hospital*

March 9th, 2021

Purpose of Delayed Voucher

Provide MGH patients access to medications who are being discharged from patient care units who are unable to pay at the time of discharge.



Delayed Voucher

- ❑ Provides temporary access to medication
- ❑ Maximum 30-day supply
- ❑ If a patient has prescription insurance, the insurance is being billed and the co-pay amount is indicated on the voucher
- ❑ There is an understanding that payment is due later when the patient can provide payment



Delayed Voucher Payment

- The voucher must be completed with the reason as to why the patient cannot pay the co-pays or fulfill other financial obligations
- Name of nurse/case manager must be on the voucher
- Voucher receipt contains instructions for patients to mail the payment due

Delayed Voucher

- MGH Outpatient does take credit card payments over the phone
- Meds to Beds patients are informed of the co-pay due via Epic workflow
- Pharmacy Technician/Intern can accept cash or credit card at the bedside
- Outpatient Pharmacy pager #38121

Delayed Voucher

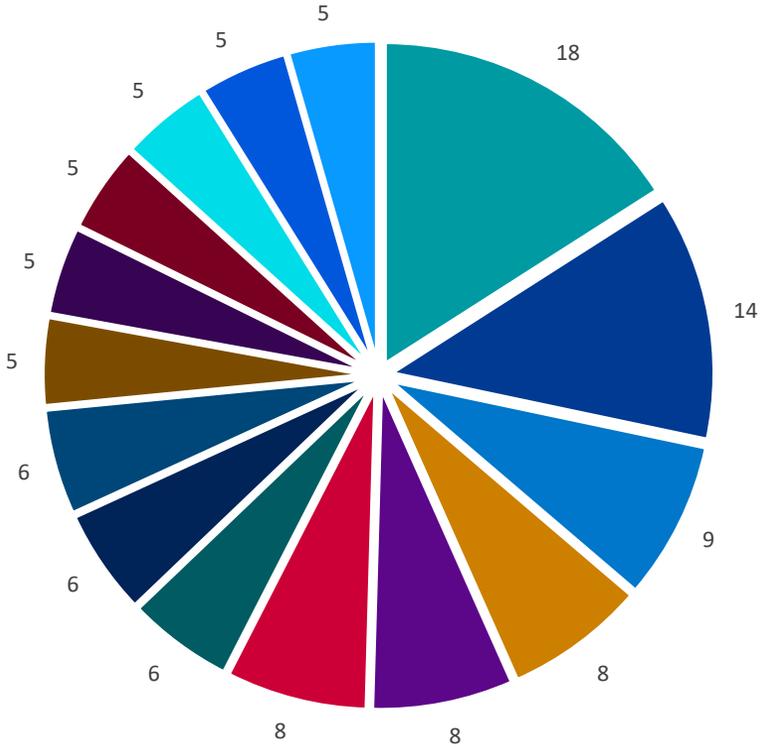
- Should not be used when a medication requires a prior-authorization (PA) unless a PA is in process and a few days of medication is necessary
- Should not be used when a patient has insurance that can be used at another pharmacy. i.e., New Hampshire Medicaid
- Should not be used as a “convenience”

Insurance Coverage: Insurance information can be verified in EPIC or NEHEN	Voucher required if patient cannot cover medication cost or co pays?
Medicare with or without Part D with Health Safety Net	Yes, Supply given based on payer limit
Medicare with Part D and Mass Health secondary	Yes, Supply given based on payer limit
Medicare with or without Part D and neither of the above	Yes, Supply given based on payer limit
Health Safety Net only	Yes, 30-day supply will be given
Health Safety Net Pending/Mass Health Pending/Mass Health Limited	Yes, 30-day supply will be given
Mass Health	Yes, Supply given based on payer limit
Self Pay or Out of state Medicaid pending	Yes, 30-day supply will be given
All other Insurance	Yes, Supply given based on payer limit



Waivers issued by Case Managers

Average Number of Waivers per month by nurse/case manager with Greater than 5 Waivers



Cost of the Delayed Vouchers

Delayed Voucher charges	
Month	Charges
Mar-20	\$ 3,803.31
Apr-20	\$ 7,484.25
May-20	\$ 8,119.56
Jun-20	\$ 6,869.63
Jul-20	\$ 3,166.56
Aug-20	\$ 2,856.24
Sep-20	\$ 3,265.75
Oct-20	\$ 4,254.22
Nov-20	\$ 3,418.70
Dec-20	\$ 5,360.19
Jan-21	\$ 2,881.81
Feb-21	\$ 1,078.49
Mar-21	\$ 1,691.81
Total	\$ 54,250.52



Questions?

