



Mass General Brigham

# *Delayed Voucher*

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# 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

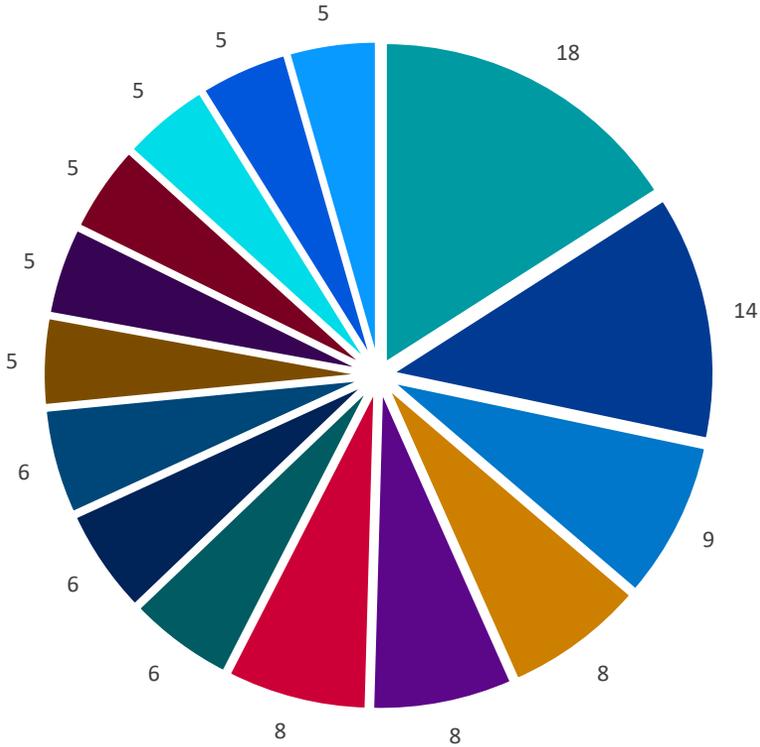
- ❑ Should not be used when a medication requires a prior-authorization (PA) unless a PA is in process and a few days of medication is necessary
- ❑ Should not be used when a patient has insurance that can be used at another pharmacy. i.e., New Hampshire Medicaid
- ❑ Should not be used as a “convenience”

<b>Insurance Coverage: Insurance information can be verified in EPIC or NEHEN</b>	<b>Voucher required if patient cannot cover medication cost or co pays?</b>
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
<b>Total</b>	<b>\$ 54,250.52</b>



Questions?

