



COVID-19 signature log clarification

03.20.2020

As a follow-up to the Express Communication dated March 19, 2020, and titled, "COVID-19 and signature logs", Express Scripts would like to clarify that **pharmacies are NOT required to obtain signatures from patients during this unprecedented pandemic, unless required by law.**

We understand that pharmacies will be servicing patients in unique ways and documentation could come in many forms, as an example but not meant to be all inclusive, documentation of that service may include: the pharmacist writes in a log book the prescription number and date of service, the cash register receipt that includes prescription numbers, a text message or email from the patient, a note on the hard copy, or an electronic annotation in your system. We understand that patient care is the number one priority and nothing in this notice should be construed to hinder servicing the patient.

If you need a member's specific prescription processing information or other help with a claim, please visit our Pharmacist Resource Center at <https://prc.express-scripts.com>.

Thank you,

Provider Outreach Team
Express Scripts