



**Connecticut Department of Social Services  
Medical Assistance Program  
Provider Bulletin**

**PB 2008-44**

**August 2008**

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**TO: Physician, Physician Assistant, Nurse Practitioner, Dental and Pharmacy Providers; Optometrists, Podiatrists, Hospitals, Nursing Facilities, Federally Qualified Health Centers and Clinics**

**SUBJECT: Second/Final Phase of the Federal Medicaid Tamper-Resistant Prescription Pad Requirement**

The purpose of this bulletin is to inform providers of the second/final phase of the federal Medicaid requirements regarding the use of tamper-resistant prescription pads for all written Medicaid prescriptions presented on or after October 1, 2008. This applies **whether Medicaid is the primary or secondary payer** of the prescription being filled.

The first phase required that all written Medicaid prescriptions received on or after April 1, 2008 contain at least one of the three industry recognized characteristics of tamper-resistant prescriptions.

**Review of CMS Requirements for October 1, 2008**

By October 1, 2008, a handwritten or computer generated and printed prescription must contain at least one feature from **all three** categories as described below. No feature may be used more than once to fulfill each category requirement:

- 1) One or more industry recognized features designed to prevent unauthorized copying of a completed or blank prescription.
- 2) One or more industry recognized features designed to prevent the erasure or modification of information written on the prescription by the prescriber.
- 3) One or more industry recognized features designed to prevent the use of counterfeit prescriptions.



**Summary of features that could be used on a tamper-resistant pad/paper in compliance with the CMS guidelines**

<b>Category 1 – Copy Resistance:</b> One or more industry recognized features designed to prevent unauthorized copying of a completed or blank prescription form.	
<b>Feature</b>	<b>Description</b>
“Void,” “Illegal,” or “Copy” pantograph <u>with or without</u> Reverse “Rx”	<p>The word “Void,” “Illegal,” or “Copy” appears when the prescription is photocopied. Except where state law mandates the word “Void” or “Illegal” – it is recommended that the pantograph show the word “Copy” if the prescription is copied. The pantograph should be configured so as not to obscure the security feature description contained on the prescription, the patient and prescriber demographics, or the medication and directions.</p> <p>Some pantographs can be problematic because when the prescription is copied, the resulting “void” or other wording that appears makes the underlying prescription difficult to read. This type of pantograph should be avoided. We suggest that you ask your pad vendor about hollow “VOID” pantograph lettering which is less likely to obscure the information.</p> <p>The Reverse Rx disappears when copied at a light setting – thus making the pantograph more effective in copy resistance. The pantograph may be used with a reverse Rx, but Reverse Rx is not effective as a feature by itself.</p>
Micro printing – To be effective, this feature must be printed in 0.5 font or less making it illegible to the pharmacist when copied	Very small font which is legible (readable) when viewed at 5x magnification or greater, and illegible when copied.
Thermochromic ink	Ink changes color with temperature change.
Coin-reactive ink	Ink changes color when rubbed by a coin.
<u>Watermarking</u> Security back print (artificial watermark)  Digital watermarks  Watermarking on special paper	<p>Printed on the back of prescription form. The most popular wording for the security back print is “Security Prescription” or the security back print can include the states name. Can only be seen when viewed at an angle.</p> <p>Weak digital watermarks cannot be read if copied and strong digital watermarks provide digital rights management/“proof” of origin when copied.</p> <p>Special paper contains a watermark that can be seen when backlit.</p>



<b>Category 2 – Erasure / Modification Resistance: One or more industry-recognized features designed to prevent the erasure or modification of information written / printed on the prescription by the prescriber.</b>	
<b>Features to Prevent Erasure</b>	<b>Description</b>
An erasure revealing background (erasure resistance)	Background that consists of a solid color or consistent pattern that has been printed onto the paper. This will inhibit a forger from physically erasing written or printed information on a prescription form. If someone tries to erase, the consistent background color will look altered and show the color of the underlying paper.
Toner Receptor Coating / Toner Lock or Color Lock paper (erasure resistance for computer generated prescriptions <u>printed with a laser printer</u> ) OR Chemically reactive paper (erasure resistance for hand written prescriptions)	Special printer paper that establishes a strong bond between laser-printed text and paper, making erasure obvious. Note – this is NOT necessary for inkjet printers – as the ink from inkjet printers is absorbed into normal “bond” paper.  If exposed to chemical solvents, oxidants, acids, or alkalis that can be used to alter the prescription, the chemically reactive paper will react and leave a mark visible to the pharmacist.
<b>Features to Prevent Modification</b>	<b>Description</b>
Quantity check off boxes and refill indicator (circle or check number of refills or NR)	In addition to the written quantity on the prescription, quantities are indicated in ranges. It is recommended that ranges be in 25’s with the highest being “151 and over”. The range box corresponding to the quantity prescribed <b>MUST</b> be checked for the prescription to be valid.  The refill indicator indicates the number of refills on the prescription. Refill numbers must be used to be a valid prescription.
Pre-printed language on prescription paper  Example: “Rx is void if more than XXX Rx’s on paper”	Reduces ability to add medications to the prescription. Line must be completed for this feature to be valid. Computer printer paper can accommodate this feature by printing, “This space intentionally left blank” in an empty space or quadrant.
Quantity and Refill Border and Fill (this is the recommended for computer generated prescriptions)	Quantities and refill # are surrounded by special characters such as an asterisks to prevent modification, e.g. QTY **50** Value may also be expressed as text, e.g. FIFTY, (optional).



<b>Category 3 – Counterfeit Resistance:</b> One or more industry-recognized feature designed to prevent the use of counterfeit prescription forms.	
Feature	Description
Security features and descriptions listed on prescriptions – this feature is <u>strongly recommended</u> on all prescriptions	Complete list of the security features on the prescription paper for compliance purposes. This is strongly recommended to aid pharmacists in identification of features implemented on prescription.
Thermochromic ink	Ink changes color with temperature change.
State Approved Vendor ID	This feature is only effective in states with an approved vendor listing.
Serial number	Number issued by printer of prescription or uniquely assigned by EMR or ePrescribing software; may or may not be sequential. Only valid if reported and tied to the pharmacy claim adjudication process. NY is the only state that has this system currently in place.
Encoding techniques (bar codes)	Bar codes on prescription. Serial number or Batch number is encoded in a bar code.
Security Thread	Metal or plastic security threads embedded in paper as used in currency.

### Example A

**Washington Medical Group**  
555 Pennsylvania Ave  
Hartford, CT 06106

**Name** Jane Q Public **Date** 06/29/2008  
**Addr** 123 Main Street **DOB** 07/04/1960  
**City** W. Hartford, CT **Ph:** 860-524-1141

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HYDRO CHLOROTHIAZIDE 12.5 MG      One (1) tab by mouth each morning  
Generic: HYDRO CHLOROTHIAZIDE

Disp    \*\*\*30\*\*\* THIRTY    (2)  
Refill    \*\*\*3\*\*\* THREE

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Security features: (1) boxed & spelled quantities, microprint signature line visible at 5x or > magnification that must show 'THIS IS AN ORIGINAL PRESCRIPTION' & this description of features    (3)

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(1)      John Smith, MD  
NPI# 1111111111

Category #1 – Copy Resistance: Microprint signature line\*

Category #2 – Modification / Erasure Resistance: Border characteristics (dispense and refill # bordered by asterisks AND spelled out)

Category #2 – Modification / Erasure Resistance: Printed on “toner-lock” paper for laser printed prescriptions, and on plain bond paper for inkjet printed prescriptions



Category #3 – Counterfeit Resistance: Listing of security features

\*Microprint Line viewed at 5x magnification

THIS IS AN ORIGINAL PRESCRIPTION-THIS IS AN ORIGINAL PRESCRIPTION-THIS IS AN ORIGINAL PRESCRIPTION-THIS IS AN ORIGINAL PRESCRIPTION

### Example B

The Center for Women's Health  
555 Pennsylvania Ave, Washington CT 20001  
202-222-2222 (Fax) 202-222-1111

(1) Rx

Name Jane Q Public Date 06/29/2008  
Addr 123 Main Street DOB 07/04/1960  
City Washington, CT 06597 Ph: 860 -555-5555

HYDROCHLOROTHIAZIDE 12.5 MG (1) One (1) tab by mouth each morning  
Generic: HYDROCHLOROTHIAZIDE  
Disp \*\*\*30\*\*\* THIRTY (2)  
Refill \*\*\*3\*\*\* THREE

Security features include: (\*) bordered and spelled quantities, a void pantograph and reverse Rx (when copied -- the prescription will say "COPY" and the "Rx" in the upper right corner will NOT be visible), and this description of features. (3)

John Smith, MD  
NPI# 1111111111

Category #1 – Void/Illegal/Copy Pantograph with or without Reverse Rx

Category #2 – Modification / Erasure Resistance: Border characteristics (dispense and refill # bordered by asterisks AND spelled out)

Category #2 – Modification / Erasure Resistance: Printed on “toner-lock” paper for laser printed prescriptions, and on plain bond paper for inkjet printed prescriptions

Category #3 – Counterfeit Resistance: Listing of security features

### Example of a Color Copied Prescription

SPRINGHAVEN MEDICAL PRACTICE  
1234 HEALTH CENTER DRIVE  
DAYTON, OH 45405  
PHONE 1-937-221-1234 • FAX 1-937-431-5678

JOHN R. SMITH, M.D. Lic: 123456 • DEA: XX1234567 NPI: 2222222222  
HELEN C. DOE, M.D. Lic: 123456 • DEA: XX1234567 NPI: 2222222222

PATIENT'S FULL NAME \_\_\_\_\_ SEX \_\_\_\_\_ DATE OF BIRTH \_\_\_\_\_  
ADDRESS \_\_\_\_\_ DATE \_\_\_\_\_

Rx 00000001  
 1-24  
 25-49  
 50-74  
 75-100  
 101-150  
 151 and over

PRESCRIBER'S SIGNATURE \_\_\_\_\_  
DEA # \_\_\_\_\_

TEST Refills 1 2 3 4  
No Refills Void After VALID FOR CONTROLLED SUBSTANCES

**Hollow Pantograph:** VOID or ILLEGAL is designed to not obscure or block vital information. Often showing strongest intensity at the "top" or the document. These pantographs generally do not "pop" on a black and white fax



## Front

**Void or Copy Pantograph:** displays "VOID" or "ILLEGAL" on a color copy of an Rx. It will appear on a wide range of copier settings. (Cat. 1)

**SPRINGHAVEN MEDICAL PRACTICE**  
1234 HEALTH CENTER DRIVE  
DAYTON, OH 45408  
PHONE 1-937-221-1234 • FAX 1-937-434-5678

**JOHN R. SMITH, M.D.**  
Lic: 123456 • DEA: XX1234567  
NPI: 2222222222

**HELEN C. DOE, M.D.**  
Lic: 123456 • DEA: XX1234567  
NPI: 2222222222

PATIENT'S FULL NAME	SEX	DATE OF BIRTH
ADDRESS	DATE	

**Rx** 00000001

1-24  
 25-49  
 50-74  
 75-100  
 101-150  
 151 and over

PRESCRIBER'S SIGNATURE \_\_\_\_\_

TEST AREA Refills 1 2 3 4 \_\_\_\_\_ DEA # \_\_\_\_\_  
No Refills Void After \_\_\_\_\_ **VALID FOR CONTROLLED SUBSTANCES**

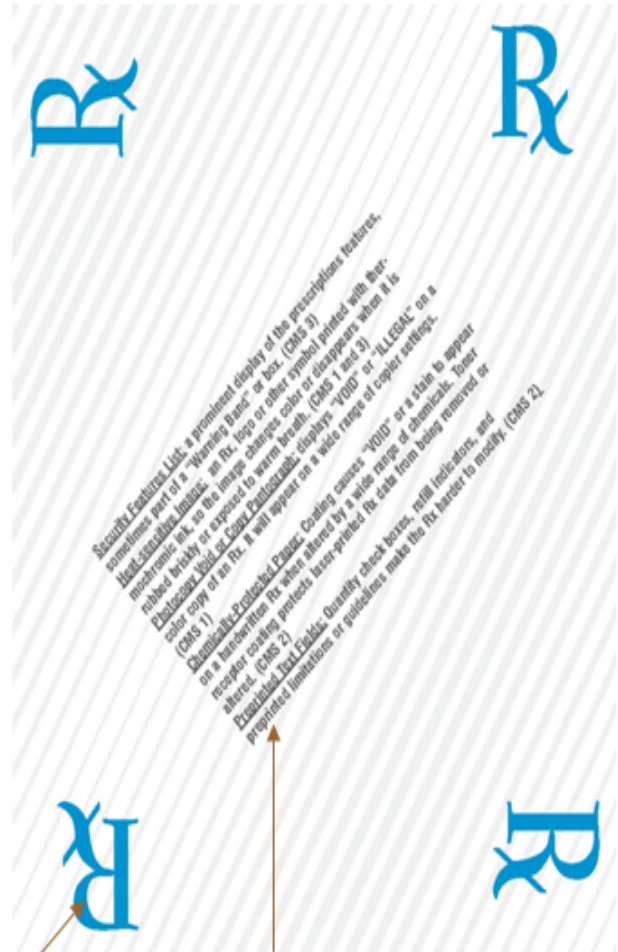
**Security Features List:** a prominent display of the prescriptions features, sometimes part of a "Warning Band" or box. (CATS 3)  
**Heat-sensitive Image:** an Rx, logo or other symbol printed with thermochromic ink, so the image changes color or disappears when it is rubbed briskly or exposed to warm breath. (CATS 1 and 3)  
**Chemically-Protected Paper:** Coating causes "VOID" or a stain to appear on a handwritten Rx when altered by a wide range of chemicals. Toner receptor coating protects laser-printed Rx data from being removed or altered. (CATS 2) Recommended for use with Preprinted Text Fields  
**Preprinted Text Fields:** Quantity check boxes, refill indicators, and preprinted limitations or guidelines make the Rx harder to modify. (CATS 2)

**Preprinted Text Fields:** Quantity check boxes, refill indicators, and preprinted limitations or guidelines make the Rx harder to modify. (Cat.2)

**Heat-sensitive Image:** An Rx, logo, or other symbol printed with Thermo-chromic ink, so the image changes color or disappears when it is rubbed briskly or exposed to warm breath. (Cat. 1 and 3)

## Back

**Chemically-Protected Paper:** Invisible coating causes "VOID" or a stain to appear on a handwritten Rx when altered by a wide range of chemicals. Toner receptor coating protects laser-printed Rx data from being removed or altered. (Cat. 2) Recommended for use with Preprinted Text Fields



**Security Features List:** a prominent display of the prescriptions features, sometimes part of a "Warning Band" or box. (Cat. 3)

Prescribers should store these tamper-resistant pads in a secure location, preferably under lock and key. It will be the responsibility of the prescriber to identify sources of supply and purchase these tamper-resistant pads. Loss or theft of the tamper-resistant prescription pads should be reported immediately to the appropriate authorities (local police, DCP Drug Control Division).

## Emergency Prescriptions

If presented with an the emergency fill situation, the pharmacy may dispense an emergency supply to a client, so long as the pharmacy obtains a compliant prescription within 72 hours.

## Drug orders in Long Term Care Facilities and certain Institutional Settings

Any prescription order forwarded by a nursing facility or intermediate care facility for the mentally retarded (ICF/MR) to a pharmacy via a paper document must comply with the tamper-resistant prescription pad policy unless those drug products are included in the facility's per diem rate.



If a prescription order is given to a patient in a printed form along with discharge orders and/or a bill for patient services, the prescription must comply with the tamper-resistant prescription pad requirement.

A written order prepared in an institutional setting where the doctor or medical assistant writes the order into the medical records and then gives the order directly to the pharmacy is considered “**tamper-resistant**”, so long as the patient never has access to the written order.

### **Retroactive Eligibility**

If a Medicaid recipient is retroactively eligible for coverage after the pharmacy has already filled the prescription, CMS will presume that the prescription was compliant. This presumption applies to the filling of the prescription that occurred **before** the recipient became retroactively eligible for Medicaid. This presumption **does not** extend to any refills that occur **after** the date on which the recipient is determined to be eligible for Medicaid. Such refills require that the pharmacy obtain a new, tamper-resistant prescription.

### **Transferred Prescriptions**

In the event of a transferred prescription, the pharmacy receiving the prescription must validate the authenticity of the tamper-resistant prescription by phone or facsimile from the original pharmacy. There is no need for the receiving pharmacy to obtain direct confirmation of the original prescription’s tamper-resistant features from the physician/prescriber.

**The requirement to have at least three tamper-resistant features, one from each of the baseline characteristics does not apply to refills of written prescriptions presented at the pharmacy before October 1, 2008. In addition, the tamper-resistant pad requirement does not apply to e-prescriptions, faxed prescriptions, telephoned prescriptions, and emergency fills (when a prescriber provides a compliant written prescription within 72 hours after the emergency fill)**

Per guidance from the Center for Medicare & Medicaid Services (CMS), if a non-tamper-resistant Schedule II controlled substance prescription (that complies with federal and state law) is presented to a pharmacy, the pharmacy may obtain a verbal confirmation from the prescriber in order to satisfy the tamper-resistant requirement. Documentation **must** be maintained to support this validation for audit purposes.

The Office of Quality Assurance will be enforcing this federal requirement, and any payment made for a prescription that does not comply with this requirement will be recouped by the Department. The Center for Medicare and Medicaid Services (CMS) strongly supports both e-prescribing and the use of tamper-resistant prescription pads as methods to reduce instances of unauthorized, improperly altered, and counterfeit prescriptions.



For detailed information on the requirements, please refer to the CMS website, where you can find links to the State Medicaid Director letter, Frequently Asked Questions and additional updates at [www.cms.hhs.gov/DeficitReductionAct/30\\_GovtInfo.asp#TopOfPage](http://www.cms.hhs.gov/DeficitReductionAct/30_GovtInfo.asp#TopOfPage).

This bulletin and other program information can be found at [www.ctdssmap.com](http://www.ctdssmap.com).  
Questions regarding this bulletin may be directed to the EDS Provider Assistance Center -  
Monday through Friday from 8:00 a.m. to 5:00 p.m. at:  
In-state toll free ..... **800-842-8440** or  
Out-of-state or in the  
local Farmington, CT area ..... **860-269-2028**

EDS  
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