



IHCP COVID-19 Response: Temporary changes allowed for signature requirements

In response to the ongoing coronavirus disease 2019 (COVID-19) pandemic, the Indiana Health Coverage Programs (IHCP) is implementing changes to provider and member signature requirements for certain services. All changes are effective for dates of service (DOS) on or after **March 1, 2020**, and extend through the duration of the public health emergency.



DME products

The IHCP will follow guidance from the Centers for Medicare & Medicaid Services (CMS) by not enforcing the beneficiary's signature on the proof-of-delivery slips for durable medical equipment (DME) products. Suppliers should document in the patient's medical record the appropriate date of delivery and that a signature was not able to be obtained because of COVID-19. Suppliers can maintain text, email, photographic, or confirmed shipment receipts as proof of delivery.

Pharmacy services

The patient signature requirement for proof of delivery (including patient pickup) has been suspended. Pharmacy staff members are requested to complete the patient signature line with "COVID" in lieu of obtaining the patient's signature.

Transportation services

The IHCP will not require a transportation provider to include a member signature for members who are unable or unwilling to provide a signature during the public health emergency.

Home health services

The IHCP requires that patient consent for receiving home health services must be documented. Patient consent may be received verbally or by electronic signature and should be documented as such in the patient's medical file.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without photos, is available for your convenience.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [Bulletins](#) page of the IHCP provider website at in.gov/medicaid/providers.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at in.gov/medicaid/providers.

