

# Patient “What To Do” for Mail-Order Problems

## Michigan Medicaid Mail Order

As of March 1, 2005, Medicaid patients in the state of Michigan now have the ability to opt for mail order as a means for obtaining their prescription medications. With any system, errors will occur and patients could be harmed by these faults. Potential errors include: medication not received when expected or never received by patient, damaged medication (e.g., pills broken, liquid frozen), wrong quantity of medication delivered (e.g., 30 capsules instead of 90), wrong medication delivered (e.g., Celebrex instead of Celexa), etc. Patients who encounter problems with their mail-order medications should understand that they are not alone, and that their local community pharmacist is willing and able to help. Following are common questions and their corresponding answers that you might encounter while following up on a medication error from mail-order pharmacies. If you have a question that is not listed, feel free to ask your pharmacist or contact the Michigan Pharmacists Association (contact information listed below) for assistance.

**Q. Who should I contact if I think there might be a problem with my mail-order shipment?**

A. Talk to your local community pharmacist. He will be able to help you identify the problem.

**Q. What should I do if I don't receive my medication on time?**

A. Consult your local pharmacist to find out if he or she may be able to provide you with a quantity of medication until you receive the items.

**Q. I receive my medication through the mail, but I do not have Medicaid. Should I ask a local pharmacist for help if I encounter problems?**

A. Yes. The pharmacist is willing to help anyone with his or her mail-order problems.

**Q. Now that I've identified the problem, what should I do next?**

A. Your pharmacist will provide you with a form or direct you to a website with more information so that you can formally file an allegation against the mail-order pharmacy with the State of Michigan.

**Q. Can I file an allegation by phone?**

A. No. The allegation must be submitted in writing, either via mail or FAX. Be sure to sign and date the forms before mailing.

**Q. To whom should I send the forms?**

A. The Mail-Order Pharmacy Allegation Form should be photocopied and mailed or faxed to each of the two addresses listed at the bottom of the page. The Treatment Data Form and Authorization for Release of Privileged/Client Information Form need only be sent to the Department of Community Health.

**Q. Should I leave a space blank if I don't know what information should be specified?**

A. It is important that all sections of each form are completed. Ask your pharmacist for help if necessary.

**Q. What else can I do to address problems with mail order?**

A. Contact your state representative and senator to express your concerns. If you do not know who your legislator is, go to [house.michigan.gov/find\\_a\\_rep.asp](http://house.michigan.gov/find_a_rep.asp) or [senate.michigan.gov/SenatorInfo/find-your-senator.htm](http://senate.michigan.gov/SenatorInfo/find-your-senator.htm).

**Q. Is there more information about this?**

Feel free to contact the Michigan Pharmacists Association at (517) 484-1466 or visit our Medicaid mail-order website at [www.michiganpharmacists.org/mail\\_order\\_complaint.htm](http://www.michiganpharmacists.org/mail_order_complaint.htm)



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