DATE: November 10, 2026

TO: Commonwealth of Kentucky Medicaid Prescriber Network

FROM: MedImpact Healthcare Systems

Subject: MedImpact's Updated Signature and Delivery Log Requirements

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Status: The Kentucky Department for Medicaid Services (DMS) would like to remind pharmacy providers of the documentation and signature requirements for prescriptions delivered to Kentucky Medicaid members.

When providing Prescription Drug Benefits to Eligible Persons, the Provider (pharmacy) must obtain the signature of the Eligible Person, or his or her authorized representative, on a third-party signature log to confirm that he or she has received the Prescription Drug Benefit provided. As permitted by Law, in lieu of a third-party signature log, the Provider may maintain an electronic tracking system to record and confirm the receipt of Prescription Drug Benefits, and such system must be in accordance with industry standards and contain all information required by MedImpact.

In Person pick up

The third-party signature log must be in accordance with industry standards and contain all information required by Law and MedImpact, including but not limited to:

- The date the Eligible Person received the Prescription Drug Benefit.
- The Prescription Number
- Signature of the Member or Member's designee/caregiver

Deliveries Made by Common Carriers

Delivery confirmations and tracking information from FedEx, UPS, and other delivery services may be accepted as proof of prescription delivery. However, **delivery confirmation or tracking information does not replace the requirement for a signature from the individual receiving the prescription**, in accordance with applicable Kentucky Medicaid regulations.

- **Signature Requirements:** Pharmacies must obtain and maintain the required signature documentation confirming receipt of the prescription. Delivery confirmation or tracking information alone does not satisfy this requirement.
    - A signature by the delivery driver is not acceptable.
    - "Delivery" or "Delivered" is not considered a members' proof of receiving the medication

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- **Prescription Documentation:** Pharmacies must maintain documentation linking the prescription number and fill date to the corresponding carrier tracking number or delivery confirmation.
- **Record Retention:** Pharmacies must retain the required signature documentation and supporting delivery records in accordance with applicable Kentucky Medicaid record retention requirements.

Pharmacy providers are reminded to review their delivery and documentation procedures to ensure compliance with Kentucky Medicaid requirements.

KY MCO Contact Information

Program Questions	KYMCOPBM@MedImpact.com
Pharmacy Help Desk	(800) 210-7628 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (844) 336-2676 [8:00AM - 7:00PM EST/ 7 days per week]; Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 023880 / PCN: KYPROD1 / GROUP: KYM01	

KY FFS Contact Information

Program Questions	KYMFFS@MedImpact.com
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Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 026309 / PCN: KYPROD1 / GROUP: KYF01	

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