



Provider communication

General information and system updates

September 4th, 2024

Policy of Medication Returns

Applicable to: Mercy Care Advantage, Mercy Care ACC RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP

Mercy Care would like to remind our Skilled Nursing Facilities (SNF) and Long-Term Care Facilities (LTCF) that Medications must be returned in the event of a member's death. Please review this requirement listed below.

Per [AHCCCS AMPM 310-V – page 16](#):

K. RETURN OF AND CREDIT FOR UNUSED MEDICATIONS

AHCCCS and its Contractors shall require the return of unused medications to the outpatient pharmacy from nursing facilities upon the discontinuance of prescriptions due to the transfer, discharge, or death of a member. A payment/credit reversal shall be issued for unused prescription medications by the outpatient pharmacy to AHCCCS or the appropriate AHCCCS Contractor. The pharmacy may charge a reasonable restocking fee as agreed upon with AHCCCS and its Contractors. The return of unused prescription medication shall be in accordance with Federal and State laws. A.A.C. R4-23-409 allows for this type of return and the redistribution of medications under certain circumstances. Documentation shall be maintained and shall include the quantity of medication dispensed and utilized by the member. A credit shall be issued to AHCCCS, if the member is enrolled in the AIHP, TRBHA, or FFS Program or to the member's Contractor for members who are not FFS when the unused medication is returned to the pharmacy for redistribution.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) or your [Mercy Care Provider Educator](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our [Mercy Care website](#).

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