

Department of Behavioral Health  
**TRANSMITTAL LETTER**

**SUBJECT**

**Pharmacy Consumer Assistance Program (PCAP) for Community Based Consumers**

**POLICY NUMBER**  
**DBH Policy 400.1**

**DATE** FEB 14 2014

**TL#** 229

**Purpose.** Identify the participants of the Department of Behavioral Health's (DBH) Pharmacy Consumer Assistance Program (PCAP) operated by the Mental Health Services Division (MHSD) and outline its services and procedures.

This revision adopts the policy from the former Department of Mental Health, now merged into the new Department of Behavioral Health, in accordance with the DBH Establishment Act of 2013.

**Applicability.** DBH PCAP operated by the MHSD, and all Mental Health Rehabilitation Services (MHRS) core service agencies (CSAs).

**Policy Clearance.** Reviewed by affected responsible staff and cleared through appropriate Behavioral Health Authority offices.

**Implementation Plans.** Specific staff whose roles are relevant to the implementation of this policy should be trained, as needed. Program managers are responsible for following through to ensure compliance.

**Policy Dissemination and Filing Instructions.** Managers/supervisors of DBH must ensure that staff are informed of this policy. Each staff person who maintains policy manuals must promptly file this policy in the DBH Policy and Procedures Manual.

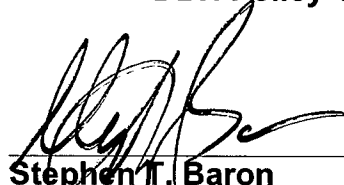
**ACTION**

**REMOVE AND DESTROY**


**DMH Policy 400.1A**

**INSERT**

**DBH Policy 400.1**

  
Stephen T. Baron  
Director, DBH

2/14/14  
Date

<p>GOVERNMENT OF THE DISTRICT OF COLUMBIA</p>  <p><b>DEPARTMENT OF BEHAVIORAL HEALTH</b></p>	<p><b>Policy No.</b> <b>400.1</b></p>	<p><b>Date</b> FEB 14 2014</p>	<p><b>Page 1</b></p>
<p><b>Supersedes DMH Policy 400.1A Pharmacy Services for Community-Based Consumers dated August 02, 2012.</b></p>			
<p><b>Subject: Pharmacy Consumer Assistance Program (PCAP) for Community Based Consumers</b></p>			

1. **Purpose.** Identify the participants of the Department of Behavioral Health's (DBH) Pharmacy Consumer Assistance Program (PCAP) operated by the Mental Health Services Division (MHSD) and outline its services and procedures.
2. **Applicability.** DBH PCAP operated by the MHSD and all Mental Health Rehabilitation Services (MHRS) core service agencies (CSAs).
3. **Authority.** Department of Behavioral Health Establishment Act of 2013; General License Law: Pharmacy (D.C. Code § 47-2885.01 *et seq.*); and DCMR Title 22, Public Health and Medicines, Chapter 13B, Prescriptions and Distributions, and Chapter 19, Pharmacies (DC Pharmacy Law).
4. **Definitions.** In this policy, the following definitions apply:
  - 4a. **Consumer.** Individuals who seek or receive behavioral health services or mental health supports at DBH (see Section 6).
  - 4b. **MHRS Core Services Agency (CSA).** A DBH-certified provider that has entered into a Human Care Agreement with DBH to provide specified MHRS.
  - 4c. **Mental Health Services Division (MHSD).** The Division at DBH that is responsible for the operations of PCAP.
  - 4d. **Pharmacist.** A person licensed to practice pharmacy under the Law.
  - 4e. **Pharmacy Consumer Assistance Program (PCAP).** The DBH program that provides medications to its consumers and other District residents who, under certain circumstances, may be eligible for medications at no cost and is operated through the DBH MHSD.
  - 4f. **Prescription.** An order for a drug, medicinal chemical, or combination or mixtures thereof, in writing, dated and signed by an authorized health professional, or given orally to a pharmacist by an authorized health professional or the person's authorized agent and immediately reduced to writing by the pharmacist or pharmacy technician, specifying the address of the person for whom the drug is ordered and directions for use to be placed on the label.
  - 4g. **Pharmacy technician.** An individual employed by a pharmacy who possesses appropriate education, training, and experience to assist in the practice of pharmacy, under the direct supervision of a pharmacist, by assisting in the technical services of preparing pharmaceuticals for final dispensing by a pharmacist.
5. **Policy.** DBH consumers and other eligible individuals as defined in this policy (see Sec. 6) shall be provided medication at no cost through PCAP, to the extent that DBH has funds to purchase such

medications. PCAP shall operate in accordance with all District and federal laws and regulations regarding pharmacy services.

**6. Individuals who are Eligible to Participate in PCAP are:**

6a. District residents who are DBH-enrolled consumers who lack prescription insurance coverage;

6b. District residents who are in need of prescription medications, who may or may not be enrolled at DBH, and fall in one of the following categories:

(1) Individuals who have Medicare Part D or Medicaid that does not cover prescribed benzodiazepines, decanoate injections, or other medications;

(2) Individuals who have exceeded their benefits for the specified period;

(3) Individuals who cannot afford their co-pays;

(4) Individuals whose Medicaid benefit has been deactivated due to incarceration or hospitalization;

(5) Individuals whose medication preauthorization has been denied or delayed

6c. Individuals who are not residents of the District of Columbia

(1) but are under the jurisdiction of a District of Columbia court, and have court-ordered psychiatric treatment psychiatric medications;

(2) who are seen for emergency or urgent care in the District, who present as likely to injure themselves or others without the prescription medications; who are at risk for decompensation without medication; and

6d. Individuals in treatment with non-DBH District providers, whose needs and circumstances are deemed suitable for PCAP services, and the providers have been approved by the DBH Director or designee.

**7. Responsibilities and Procedures.**

7a. PCAP Pharmacist/pharmacy technician shall:

(1) Determine consumer's eligibility and/or eligibility classification;

(2) Create consumer's electronic profile, including prescription coverage; and

(3) Fill prescriptions per order or until prescription coverage with pharmacy begins and consumer is able to transition to an outside pharmacy.

7b. When the individual has a core service agency (CSA), the CSA shall:

(1) Ensure the eligibility of the consumer (see section 6 for eligibility);

(2) Monitor the eligibility of the consumer;

(3) Assist the consumer in applying for benefits (including prescription medication benefits), as applicable; and

(4) Inform PCAP pharmacist of benefit status of consumer.

8. **Counseling Consumer on Prescriptions**. The pharmacist or pharmacy technician shall provide consumer counseling with every prescription dispensing according to District pharmacy laws.

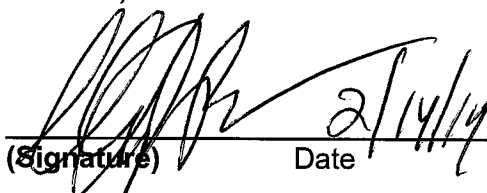
9. **PCAP Internal Policies and Procedures**. PCAP shall establish internal written pharmacy policies and procedures addressing operations. The policies shall include the following requirements:

9a. **Pharmacist-on-duty**. A licensed pharmacist who shall control all professional aspects of the practice shall be on duty during business hours of PCAP. His/her license shall be posted conspicuously. Where only one pharmacist is on duty, the pharmacy shall be closed for business during the pharmacist's meal period and breaks.

9b. **Schedule**. PCAP shall be open during normal business hours and days of MHSD. The schedule shall be posted in visible locations.

Approved by:

Stephen T. Baron  
Director, DBH

  
(Signature) Date 2/14/14