



Navigating the Guidelines for Long-Term Care Pharmacy at Home

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Disclosure Statement

There are no relevant financial relationships with ACPE defined commercial interests for anyone who was in control of the content of the activity.

Pharmacist and Technician Learning Objectives

1. Describe the mission of Alliance for Long Term Care Pharmacy at Home.
2. Discuss the significance of LTC pharmacy at home in the health care system.
3. Outline the process used in developing guidelines for pharmacies providing LTC pharmacy at home services.
4. Apply the guidelines through case studies of a pharmacy delivering LTC pharmacy at home services.

Speakers



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Alliance for LTC Pharmacy at Home

The Alliance for Long-Term Care Pharmacy @ Home is a coalition of long-term care pharmacies, professional associations, and care management groups dedicated to increasing access to LTC pharmacy services for medically complex patients living in their homes and communities.

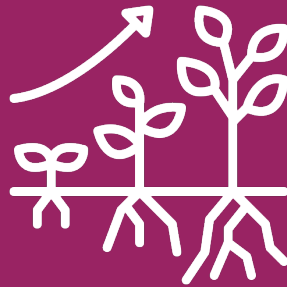


Long Term Care Pharmacy at Home

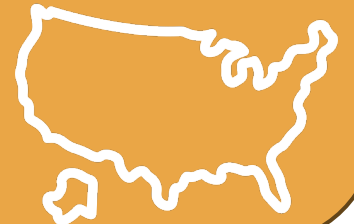
Pharmacy services for long-term care patients



The fastest-growing segment of long-term care.

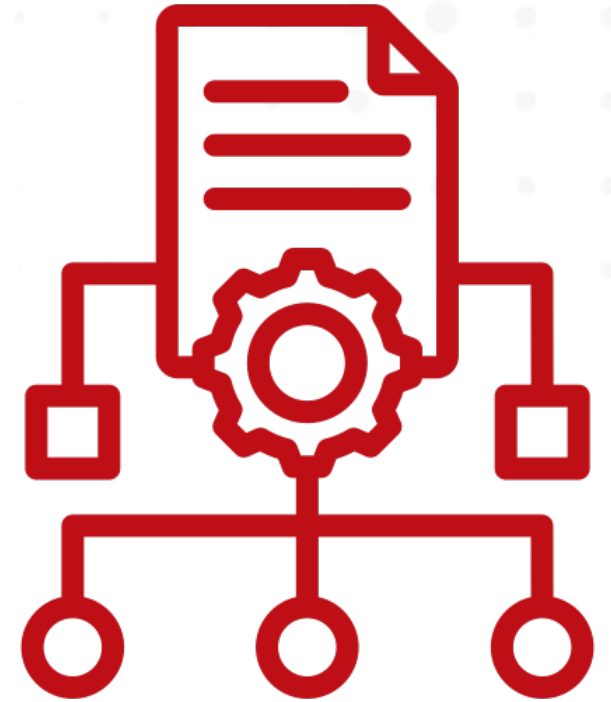


Serves an underserved population of **over 3 million individuals** in the United States.



Why Guidelines?

- Build on Centers for Medicare & Medicaid Service's (CMS's) existing framework for pharmacy services at LTC facilities.
- Create consistency and ensure quality for LTC pharmacy at home.
- Improve access for medically complex patients who wish to remain in their homes.



How were they developed?

Developed by an expert panel within the Alliance.



Align with the CMS guidelines for LTC facility-based patients.



Ensuring that individuals receiving care at home have access to the same high-quality pharmacy services as those in institutional settings.

<https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovcontra/downloads/ltcguidance.pdf>

Comprehensive Inventory + Inventory Capacity

CMS

- Provide a comprehensive inventory of plan formulary drugs commonly used in the long-term care setting.
- Provide a secured area for physical storage of drugs, with necessary added security as required by federal and state law for controlled substances.
 - Not to be interpreted that the pharmacy will have inventory or security measures outside of the normal business setting.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Medications not normally stocked in a retail pharmacy to meet individual patient needs
 - Ex: Liquid formulations of drugs usually dispensed as tablets or capsules.
- Must have adequate stock to fulfill orders and prescriptions daily. Urgent orders in a timely manner.
- OTC medications should be available and recorded in the patient's medical record.
- Pharmacy will confirm delivery of all new prescription orders to determine urgency, and any existing supply patient has on hand, coordinate any fills with a local or back up pharmacy if needed to ensure the patient receives the medication in a timely manner.

LTC Pharmacy @ Home Scenario Case

A pharmacy receives a prescription for over-the-counter liquid anti-diarrhea solution for a patient. The pharmacist calls and verifies with the patient that they need the medication or if they have any at home. The patient has none and home would like the medication filled and delivered.

In this scenario, what step must the pharmacy take?

- A. Notify the provider immediately that it will be delivered at their next regular delivery.
- B. Record the prescription in the patient's medical record.
- C. Tell the patient they do not have the liquid formulation in stock and fill the oral capsules.
- D. Take no action, they can door-dash it!

LTC Pharmacy @ Home Scenario Case

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- D. Take no action, they can door-dash it!

Rationale: OTC medications should be available and recorded in the patient's medical record.

Pharmacy Operations and Prescription Orders

CMS

- Provide services of a dispensing pharmacist to meet the requirements of pharmacy practice for dispensing prescription drugs to LTC residents, including but not limited to the performance of DUR.
- Pharmacist must conduct DUR to routinely screen for allergies & drug interactions, to identify potential adverse drug reactions, to identify inappropriate drug usage in the LTC population, and to promote cost effective therapy in the LTC setting.
- Be equipped with pharmacy software and systems sufficient to meet the needs of prescription drug ordering.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Must meet the requirements of pharmacy practice for dispensing prescription drugs to LTC residents, including but not limited to the performance of DUR.
- Must have pharmacy software to accept and process both electronic and written prescriptions.
- Must have policy and procedures for both the pharmacy and each patient's home.
 - Can be an information sheet with how to contact pharmacy, when and who to call for emergencies, when to expect deliveries, community resources, safe medication disposal, medication refrigeration, how to solve problems with medications, delivery, etc. available for review with PBMs.
- Policy and Procedures must include workflow and procedures in the pharmacy to receive, process, and delivery of prescriptions and how controlled medications are ordered and delivered.
 - Policies and procedures should be specific to the individual pharmacy.

LTC Pharmacy @ Home Scenario Case

A LTC pharmacy is onboarding a new software to process electronic and written prescriptions.

What is a key compliance requirement for the LTC pharmacy related to policy and procedures?

- A. Creating a general manual for all pharmacies.
- B. Customizing policies and procedures to their specific operations.
- C. Outsourcing drug utilization review (DUR).
- D. The pharmacy does not need to have policy and procedures regarding workflow.

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Rationale: Policies and procedures should be specific to the individual pharmacy.

Special Packaging

CMS

- Must have the capacity to provide specific drugs in Unit of Use Packaging, Bingo Cards, Cassettes, Unit Dose or other special packaging commonly required by LTC facilities.
- Must have access to, or arrangements with, a vendor to furnish supplies and equipment including but not limited to labels, auxiliary labels, and packing machines for furnishing drugs in such special packaging required by the LTC setting.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Compliance packaging for all medications, including maintenance medications, must be provided in 30 days or less.
- Oral solids except for products that must be dispensed in original containers, must be dispensed in compliance packaging.
 - EX: Punch / bingo cards, multiple dosage cards (multiple medications in each bubble), pouch or pillow packages with one or multiple medication in each package.
- Patients with unstable chronic conditions may need to have medication dispensed for less than 30 days to avoid delivery of separate packaging for new orders and repackaging of other medications.
- Products such as insulin, creams and ointments, and ophthalmic products may need to be dispensed in more than a 30-day supply.

LTC Pharmacy @ Home Scenario Case

A patient with multiple chronic conditions who frequently has adjustments to their medications due to instability in their health and is having difficulty managing their medication regimen.

Which packaging option is the most appropriate for this patient?

- A. 60-day bulk packaging.
- B. Compliance packaging for less than 30 days.
- C. Original manufacturer's packaging.
- D. Standard prescription bottles.

LTC Pharmacy @ Home Scenario Case

Which packaging option is the most appropriate for this patient?

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Rationale: Patients with unstable chronic conditions may need to have medication dispensed for less than 30 days to avoid delivery of separate packaging for new orders and repackaging of other medications.

IV Medications

CMS

- Must have the capacity to provide IV medications to the LTC resident as ordered by a qualified medical professional.
- Must have access to specialized facilities for the preparation of IV prescriptions (clean room).
- Must have access to or arrangements with a vendor to furnish special equipment and supplies as well as IV trained pharmacists and technicians as required to safely provide IV medications.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Must have the capacity to provide IV medications regardless of setting including LTC pharmacy at home.
- Pharmacy may subcontract or make arrangements with a hospital, home infusion, or company that provides IV services to meet this requirement.
 - The pharmacy may provide IV medications, equipment and supplies as needed.
 - The pharmacy can install a clean room or IV hood or may provide prepackaged products that do not require a sterile hood to be installed in the pharmacy.

LTC Pharmacy @ Home Scenario Case

A pharmacy received an order to deliver an IV medication to an at home patient but does not provide infusion services.

What is the pharmacy's requirement?

- A. Refuse the request and redirect the patient.
- B. Subcontract or arrange with an infusion provider.
- C. Outsource only the equipment and handle the medication preparation in-house.
- D. Discontinue IV services for the at home patient, they don't actually need it!

LTC Pharmacy @ Home Scenario Case

What is the pharmacy's requirement?

- A. Refuse the request and redirect the patient.
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Rationale: Pharmacy may subcontract or make arrangements with a hospital, home infusion, or company that provides IV services to meet this requirement.

Compounding / Alternative Forms of Drug Composition

CMS

- Must be capable of providing specialized drug delivery formulations as required for some LTC residents. Specifically, residents unable to swallow or ingest medications through normal routes may require tablets split or crushed or provided in suspensions or gel forms, to facilitate effective drug delivery.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Must have the capacity to provide ordered compounds.
- Most compounds used in LTC are not sterile.
- Compounds can be outsourced to a pharmacy specializing in compounding or sterile compounds if required.

LTC Pharmacy @ Home Scenario Case

LTC pharmacies can NOT outsource orders for sterile compounds.

A.True

B.False

LTC Pharmacy @ Home Scenario Case

LTC pharmacies can NOT outsource orders for sterile compounds.

A.True

B.False

Rationale: Compounds can be outsourced to a pharmacy specializing in compounding or sterile compounds if required.

Pharmacist On Call Services

CMS

- Provide on-call, 24/7 service with a qualified pharmacist available for handling calls after hours and to provide medication dispensing available for emergencies, holidays and after hours of normal operations.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Must be able to provide pharmacy services 24/7 365 days a year.
- Pharmacist must be available to take a telephone call from the patient or caregiver 24/7 365 days a year.
- Services to provide medications in after-hours situations can be provided by the pharmacy or subcontracted with backup.

LTC Pharmacy @ Home Scenario Case

A patient calls the pharmacy at 11 PM on a long holiday weekend, reporting an urgent medication issue.

How can the pharmacy ensure after hours services are accessible for emergencies?

- A. Provide 24/7 services with own pharmacy.
- B. Subcontract with a backup pharmacy network.
- C. Limit emergency services to weekday hours only.
- D. A and B only.

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Delivery Services

CMS

- Must provide delivery of medications to the LTC facility up to 7 days each week.
 - Up to 3 times per day and in-between regularly scheduled visits.
- Emergency delivery service must be available 24/7.
- Specific delivery arrangements determined through an agreement between the NLTCP and LTC facility.
- Must provide safe and secure exchange systems for delivery of medication to the LTC facility.
- Must provide medication cassettes, or other standard delivery systems, that may be exchanged on a routine basis for automatic restocking.
- NLTCP delivery of medication to carts is a part of routine “dispensing”.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Most LTC pharmacy at home patients should have at least one delivery per month plus any deliveries for changes in medications.
 - Patients with frequent medication changes, especially patients recently discharged from the hospital or other facility may require more frequent delivery just like a skilled nursing facility.
 - The purpose of LTC Pharmacy at Home is to ensure the patient receives the currently prescribed medications at the right time, right dose, and more frequent delivery of 7 or 14 days can assist in achieving this goal.
- Deliveries must have proof of delivery in the form of common carrier/local courier delivery confirmation, or a receipt signed off by caregiver, family member or patient in the home either electronically or on paper or a picture of delivery. When a patient is onboarded to the service, the patient or caregiver should be educated on deliveries and appropriate actions to take if there is no one available to receive the medication delivery.
- The pharmacy should facilitate timely delivery of medication.

LTC Pharmacy @ Home Scenario Case

A patient was recently discharged from the hospital with an antibiotic. The provider calls the pharmacy and requests to change the frequency from once a day to twice a day.

What should the pharmacy provide to ensure delivery is properly documented?

- A. A printed copy of the patient's prescription.
- B. A dated delivery confirmation or signed or electronic proof of delivery from caregiver, family, or patient.
- C. A text message confirmation to the patient.
- D. A verbal confirmation with the caregiver.

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Rationale: Deliveries must have proof of delivery in the form of common carrier/local courier delivery confirmation, or a receipt signed off by caregiver, family member or patient in the home either electronically or on paper or a picture of delivery.

Misc. Reports, Forms and Prescriptions Ordering Supplies

CMS

- Must provide reports, forms and prescription ordering supplies necessary for the delivery of quality pharmacy care in the LTC setting.
- Such reports, forms and prescription ordering supplies may include, but will not necessarily be limited to, provider order forms, monthly management reports to assist the LTC facility in managing orders, medication administration records, treatment administration records, interim order forms for new prescription orders, and boxes/folders for order storage and reconciliation in the facility.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Prepare forms and other information for the patient, caregiver or family to assist them in ensuring the patient is aware of variances in their drug regimen.
- Special instructions for medications.
 - EX: liquids, topicals, Ophthalmics and otics, insulin, injectables, etc.
- Forms to keep track of dosing and other health monitoring.
 - EX: Blood glucose, blood pressure, heart rate, pulse ox
 - Can also be provided and explained to the patient, family and caregiver.
- Instructions on how to order medications.
 - EX: PRN Medications
- Forms to track usage of controlled substances for those that may need.

LTC Pharmacy @ Home Scenario Case

A caregiver has requested tools to help monitor a patient's blood glucose and medication usage.

Which form would be the most helpful to the caregiver?

- A. A medication tracking sheet and glucose log.
- B. A list of pharmacies in the area.
- C. A guide to OTC diabetic supplies.
- D. An instruction manual on the glucose meter.

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Which form would be the most helpful to the caregiver?

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Emergency Boxes

CMS

- Must provide “emergency” supply of medications as required by the facility in compliance with State requirements.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Emergency boxes are not needed for LTC Pharmacy at Home unless a state law dictates differently from the standard NCPDP definition under Level of Service.
- However, we have seen that pharmacies are required to have emergency kits readily available even if not engaged in facility-based care for audit purposes.
- Prescribers may order specific medication for a patient to have on hand for use in an emergency situation, such as an epi-pen for possible allergic reactions.

LTC Pharmacy @ Home Scenario Case

Are emergency boxes required when providing only LTC pharmacy at home services?

- A. Yes, but only for IV medications.
- B. Yes, when state law requires.
- C. Yes, when required to be readily available in the pharmacy upon audit.
- D. B and C.

LTC Pharmacy @ Home Scenario Case

Are emergency boxes required when providing only LTC pharmacy at home services?

- A. Yes, but only for IV medications.
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- C. Yes, when required to be readily available in the pharmacy upon audit.
- D. **B and C.**

Rationale: Emergency boxes are not needed for LTC Pharmacy at Home unless a state law dictates differently from the standard NCPDP definition under Level of Service. However, we have seen that pharmacies are required to have emergency kits readily available in even if not engaged in facility-based care for audit purposes.

Emergency Logbooks

CMS

- Must provide a system for logging and charging medication used from emergency/first dose stock.
- Pharmacy must maintain a comprehensive record of a resident's medication order and drug administration.

Guidelines for Pharmacies Providing LTC Pharmacy at Home Services

- Since emergency boxes are not used in the home, for LTC Pharmacy at Home services, logbooks would not be needed.

LTC Pharmacy @ Home Scenario Case

Logbooks are required when providing LTC pharmacy at home services?

- A. True
- B. False

LTC Pharmacy @ Home Scenario Case

Emergency Box Logbooks are required when providing LTC pharmacy at home services?

- A. True
- B. False

Rationale: Since emergency boxes are not used in the home, for LTC Pharmacy at Home services, logbooks would not be needed.

Guidelines

LTC Pharmacy at Home Guidelines

The Alliance is dedicated to ensuring that patients who receive care at home have access to the same high-quality pharmacy services as those in institutional settings. To support this effort, we convened an expert panel to develop clear guidelines for pharmacies providing LTC pharmacy services in the home based on CMS's existing standards for long-term care facilities.

[Learn More](#)

<https://www.pharmacyathome.org/resources.html>



Questions?

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