

INTERIM INSTRUCTION NOTICE #15-003

November 6, 2015

SUBJECT: Pill Organizers for DBH Clients

DISTRIBUTION: All Department of Behavioral Health (DBH) Staff

OBSOLETE: Upon completion of related policy and/or procedure

Effective Date November 6, 2015

From Department of Behavioral Health Medical Services

Introduction In accordance with California Pharmacy Law, DBH is prohibited from repackaging medications. If DBH staff were to fill pill organizers this would be considered repackaging; therefore, effective the date of this Notice, DBH prohibits staff from placing medication in pill organizers. Registered Nurses (RN) can educate and train clients while the client places medications in organizers. DBH understands our clients may request assistance with medication management and plans to assist in providing alternative resources.

Alternative Resources The following are alternative client resources to consider in assisting clients with organization of medications:

- **Client's Pharmacy**
Patient or Physician request for bubble packaging of medication.
- **Community Based Adult Services (CBAS) referral**
For clients who are at least 18 years of age and have health problems that make it hard for them to take care of themselves, may qualify for CBAS.
- **IEHP members at the Phoenix Clinic will receive transitional services from IEHP's Long Term Services staff at the clinic starting 11/6/15.**

The IEHP team will assist clients in obtaining In Home Support Services or Community Based Adult Services as appropriate to assist clients in managing their medications. Phoenix Clinic IEHP Liaisons: Arlene Ferrer and Rebecca Retting. Medical Services has identified that the majority of these clients are in the Phoenix Clinic, however all clinics may request the services of the liaisons.

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Alternative Resources,
continued

- **Inland Empire Health Plan (IEHP) Member Services**
Telephone number: 1-800-440-4347
TTY telephone number: 1-800-718-4347
Member Services staff is available Monday through Friday from 8:00 a.m. through 5:00 p.m.

 - **Kaiser Permanente Member Services**
Telephone number: 1-800-464-4000
TTY telephone number: 1-800-777-1370
Member Services staff is available 24 hours a day, 7 days a week
Care Management Team telephone number: 1-866-551-9619
Care Management staff is available Monday through Friday from 8:00 a.m. through 6:00 p.m.

 - **Molina Healthcare of California Member Services**
Clients will be assigned an individual case manager when a request is made.
Telephone number: 1-855-665-4627
TTY/TTD telephone line: 711
Member Services staff is available Monday through Friday from 8:00 a.m. through 8:00 p.m.
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Other Considerations

DBH is aware the alternative resources do not include assistance for indigent clients and will be working with DBH medical, clinical and management staff to identify possible resources or viable alternatives for this population.

Responding to Requests

If a client requests assistance with organization of prescription medications clinical staff are to take the following steps:

Step	Action
1	For medications ordered by DBH Psychiatrist, RN may educate and oversee client placing medications in pill organizer.
2	For prescriptions ordered by outside physicians, refer client to Primary Care Physician, Pharmacy or Healthcare Plan Member Services.
3	Document in the client's chart referral information given.

Violation

Failure to comply with this Interim Instruction Notice may result in disciplinary actions, up to and including termination.

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References

- http://www.pharmacy.ca.gov/laws_regs/lawbook.pdf
 - www.iehp.org
 - <http://www.molinahealthcare.com/members/ca/en-US/hp/duals/coverd/ltss/Pages/cbas.aspx>
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Questions

For questions regarding this Interim Instruction Notice, please contact DBH Medical Services at 909-383-3959 or 909-388-0827.
