



ForwardHealth has developed this FAQs document to capture submitted questions about the COVID-19 public health emergency and to share answers. This document will be revised with new information as it is available. Additionally, more information will be communicated in future ForwardHealth Updates and Alerts.

Pharmacy Questions

Date: 05/19/2020

Question: Is a signature required when picking up or delivering medication?

Answer: No, a member signature is not required when picking up or delivering a medication.

Date: 05/19/2020

Question: Will there be changes to prior authorization or the preferred drug list due to drug shortages?

Answer: ForwardHealth is monitoring for potential drug shortages and updating coverage as necessary to ensure member access to medications. Providers should regularly visit the [Pharmacy Provider-specific Resources page](#) of the Portal for up-to-date pharmacy drug coverage information.

Date: 05/19/2020

Question: Can members have their medications delivered to their home?

Answer: Yes, current Wisconsin law permits Wisconsin Medicaid-enrolled pharmacies to deliver prescriptions to members via the mail. Wisconsin Medicaid-enrolled retail pharmacies may dispense and mail any prescription or over-the-counter medication to a member at no additional cost to the member or to ForwardHealth.