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§15–136.

(a) The Department shall use existing resources to establish a toll free Maryland Pharmacy Access Hotline that:

- (1) Operates during regular business hours; and
- (2) During nonbusiness hours allows callers to leave a message.

(b) (1) The Department shall distribute to all Program recipients information about the Maryland Pharmacy Access Hotline.

(2) The information shall state clearly in easily readable print:

- (i) The toll free telephone number of the hotline; and
- (ii) That the Program recipient should call the telephone number if the Program recipient is having problems getting necessary medicines.

(c) The Department shall notify all health care providers who participate in the Program about the Maryland Pharmacy Access Hotline.

(d) The Department shall:

(1) Develop a methodology to track the number and type of calls received by the Maryland Pharmacy Access Hotline; and

(2) Provide a quarterly report to the Pharmacy and Therapeutics Committee that summarizes the number and type of calls received by the Maryland Pharmacy Access Hotline.

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