

Synagis FAQ

Q1. Where can Synagis be administered?

Answer: Per the Department of Community Health (DCH) policy, Synagis is only allowed to be administered in the physician's office or through a home health agency to Georgia Medicaid Fee-For-Service members.

Q2. What is the effective date that providers must be compliant?

Answer: The new changes to the policy are effective October 1, 2018.

Q3. At what time during the dispensing process should I complete the Medication Administration Record (MAR)?

Answer: In order to remain compliant with DCH policy, the MAR must be completely filled out by the time the pharmacy dispenses the medication to either the doctor's office or home health agency.

Q4. Can a refill be dispensed if the previous dispense had not been documented in the MAR?

Answer: No. The previous fill must be completely documented in the member's MAR before the next fill is to be dispensed. Auto-refills or auto-shipments are not allowed, and dispensing of Synagis must only occur once specifically requested. Prescribers have been made aware that pharmacies are not allowed to dispense any further fills if the previous dosage has not been documented with the required information.

Q5. The provider notice that was sent out mentions that pharmacies can submit their completed MAR monthly to DCH. Is this a requirement?

Answer: The submission of the MAR on a monthly basis is not a requirement, rather an allowance for pharmacy providers to submit the documents before the end of the Synagis season. ***All completed FFS member MARs must be submitted to DCH by the end of the Synagis season. If at any time DCH makes a specific request for the MAR to be submitted, the information must be readily retrievable and available for review by DCH.***

Q6. Is there a limit on how long the MAR should be kept by the pharmacy?

Answer: All completed MARs should be kept until the start of the following Synagis season.

Q7. How can I contact DCH in the instance that I have any further questions?

Answer: Providers may contact the Pharmacy Department with questions at pharmacy.rx@dch.ga.gov.