DISPENSING ORDER vs. a DETAILED WRITTEN ORDER
(aka: COMPLIANT SCRIPT)

The difference between and the composition of these orders is explained.

DISPENSING ORDER:
- Received from the prescribing physician.
- May be verbal or written.
- Must contain: 1) a description of the item; 2) the name of the beneficiary; and, the start date of the order. (If the start date is not specified then the date the order is signed is assumed to also be the start date.)
- Need not be as detailed as the written order.
- Cannot be used to submit a claim.
- If items are dispensed with a verbal order a detailed written order must be obtained before submitting a claim.
- Documentation must be available to DMERC on request to substantiate compliance with guidelines.

DETAILED WRITTEN ORDER: aka. COMPLIANCE ORDER/SCRIPT
- Supplier must have before submitting a claim.
- Acceptable formats are an original pen and ink, a faxed photocopy of an order, or an electronic copy.
- The detailed description of the item may be completed by someone other than the physician but all formats must be signed and dated by the treating physician indicating his/her review of and agreement with the prescription.
- Signature stamps are not acceptable.
- If the order is for an item dispensed (for example, on a verbal order) before the detailed written order is signed then the order must indicate both the signing date and start date. As noted above, if the start date is not specified then the date the order is signed is assumed to also be the start date.
- Written orders must be sufficiently detailed, including all options or additional features which will be billed separately or require an upgraded code. The order can be a narrative description of the item(s) or can be a listing by brand/model number(s). Orders for supplies must include the quantity to be used, the frequency of change or usage and the length of time the supplies should be used.

  N.B.
  If the original dispensing order contains all required elements of the compliance order, a separate order is not required for billing.