



## Voucher Process Overview

Patient is discharged from ED with a unique voucher number

- **Who is eligible?**
  - Patients with Medicaid or no insurance
- **Where can the voucher number be found?**
  - The voucher number is included with the discharge paperwork given to the patient in the ED as well as emailed to the patient, if email was provided.

Patient brings voucher to a participating pharmacy and pharmacist verifies number

- **Where does a pharmacist verify this number?**
  - Voucher numbers can be verified at "[matters.health.ny.gov/matters/voucher](https://matters.health.ny.gov/matters/voucher)" to ensure the unique number is legitimate and has not been used before.

Pharmacist completes questions on site to initiate prompt reimbursement

- **What questions will the pharmacist have to answer?**
  - The pharmacist will indicate the voucher number, pharmacy name, price (average wholesale price + \$10) and date.
- **How does reimbursement work?**
  - Once these fields are submitted, the information is forwarded to the Pharmacists Association of WNY who will mail a check to the pharmacy in approximately two weeks after submission.