



TEXAS HIV MEDICATION PROGRAM PARTICIPATING PHARMACY GUIDELINES Last Updated: March 25, 2026

- Each **pharmacy** approved by the Texas Department of State Health Services (DSHS) Texas HIV Medication Program (Program) is assigned a unique Pharmacy ID number. Once approved, the pharmacy is considered a participating pharmacy (pharmacy). THMP will send an email with orientation instructions when the Pharmacy ID number is set up in the TakeChargeTexas (TCT) portal.
- A pharmacy may have the designation of Primary Participating Pharmacy, Secondary Site, or Both. A Primary Participating Pharmacy handles medications provided through THMP that do not require special handling. A Secondary Site is a location approved to order and administer certain medications that require infusion or injection. A pharmacy may be both a Primary Participating Pharmacy and a Secondary Site.
- The Program will send each **client** who has been approved to receive medication a letter that includes: a unique 6-digit client code number, the name and address of their assigned pharmacy, the list of their approved medications, and instructions for receiving medications from the Program. The Program will also send a copy of the letter to the client's assigned pharmacy. Clients are not required to show their Program approval letter when submitting prescriptions or requesting medications from the pharmacy. The pharmacy may call the Program to verify the client's eligibility verbally. If a pharmacy needs another copy of a client letter for its files, one should be requested from the Program.
- The Program will provide medication ordered for an approved client by a participating pharmacy, in accordance with the terms of the agreement. The Program **will not** replace any medication that is lost, stolen, or damaged unless adequate documentation of the circumstances is provided.
- Please remember that the Program is a provider program, not a reimbursement program. After the pharmacy places an order for a client's medications, the Program processes the order and ships the approved medications to that pharmacy for dispensation to the client. If participating pharmacies dispense medications from their inventories to Program clients and then use Program medications to replenish those inventories, **the Program is not responsible for providing a replacement for any medications dispensed without prior THMP approval.** Please consult with Program staff to secure approval for any special circumstances prior to dispensing medications from store inventory.
- Because THMP supplies medications purchased at or below 340b prices, participating pharmacies may not submit manufacturer rebate requests for medications received

through the THMP program, even if the pharmacy is designated as a 340b pharmacy.

- The Program reserves the right to limit the number of clients assigned to a pharmacy at any given time. Pharmacies may also contact the Program if they feel they have reached their client capacity so that a hold may be placed on assigning additional clients to that location.

TakeChargeTexas Pharmacy Portal

- Participating pharmacies may use the Take Charge Texas (TCT) Pharmacy Portal to order THMP client medications for clients assigned to the location. The TCT Portal will transmit approved orders directly to the DSHS Pharmacy Warehouse for fulfillment. THMP ordering staff will review orders requiring override before they are manually approved or denied.
- Pharmacy users who wish to use the TCT Pharmacy Portal must first complete the current DSHS Data Security and Confidentiality training at Texas Train (train.org), and then register through IAMOnline (iamonline.hhs.state.tx.us). Training and registration are on an individual basis and may not be shared. Instructions are available on the THMP website, Pharmacies page.
- Participating pharmacies should refer to the THMP [Pharmacy web page](#) to access TakeChargeTexas Pharmacy Portal training videos.
- Pharmacy users can only view client information for clients assigned to their location.

Procedures for Ordering and Receiving Medications

- An approved client will receive a prescription from their physician for each approved medication and take it to their assigned pharmacy. Or, subject to the constraints of any relevant and prevailing laws, the prescription order may be phoned, faxed, or sent electronically by the physician to the pharmacy. The prescription order may also be transferred to or from another pharmacy.
- The pharmacy should dispense all medications unopened, without re-packaging, in full-bottle amounts, not to exceed the maximum quantities allowed (see Medication Formulary and Maximum Quantities table). Do not obscure or damage the medication lot number and expiration date on the bottle. Providers should write prescriptions for clients under this program in amounts as close to 30-day increments as a full bottle will allow. If the full bottle quantity is different than the standard 30-day supply, please provide the number days supply the bottle will last with each order. If a pharmacy is ordering for multiple months, the order must indicate the appropriate bottle quantity.
- Upon receipt of the prescription, the pharmacist may remind the client that it will take approximately 3-5 working days for the pharmacy to receive the medication from the Program. The client should receive confirmation from the pharmacy that the medication has arrived before returning to pick it up.

- Program clients who are concurrently approved for Medicaid must first use their Medicaid prescription benefits each month to be eligible to receive medications from the Program during that month. The Program is responsible for verifying eligibility.
- Pharmacies under the 2017 or later Memorandum of Agreement will **not** collect a dispensing fee from **any** clients. The pharmacy will invoice THMP directly each month for dispensed medications, not to exceed \$5.00 per medication. This includes Medicaid-eligible and non-eligible clients. Multiple-month dispenses qualify for a single \$5.00 dispensing fee. **The Program will not reimburse the pharmacy for dispensing fees if the pharmacy does not submit an invoice.**
- The pharmacy will order the medication from the Program using the client's assigned code number (example: 235189) and dispense it to the client upon receipt from the Program. The pharmacy may enter the order in the TCT Pharmacy Portal or submit written orders by fax to 512-371-4671 on the personalized pharmacy fax order form provided by the Program. Orders sent via the TCT Pharmacy Portal or fax are the preferred methods. If neither method is available, the pharmacy should call 1-800-255-1090 to place an order. If a pharmacy needs another copy, or a revision of the personalized pharmacy fax order form, the pharmacy should request one from the Pharmacy Coordinator at 1-800-255-1090. The Pharmacy Coordinator is available for consultation Monday-Friday, 8:00 a.m.-5:00 p.m. CST.
- When faxing or calling in an order, the pharmacy should provide the following information:
 - Pharmacy ID Number;
 - Client Code Number;
 - Name, strength, and full-bottle quantity of the medication(s);
 - Number of days supply **if the full-bottle quantity is not equal to 30 days supply**; and
 - Name of pharmacy representative placing the order.
- When the pharmacy receives the medication order, it should include a Purchase Order Requisition (packing slip) stating the order batch number and the date ordered by the program, the pharmacy ID number and name, the client code, medication name, strength, form, and quantity of the enclosed medications. ***Please Note*** Refrigerated medications are shipped in a separate box and never shipped on the final two working days of the week or the two days before a holiday where THMP is closed. Any refrigerated shipments held over the weekend or on a holiday will be shipped on the first working day after the weekend or holiday.
- If there is a concern about an undelivered order, a discrepancy between the packing slip and the contents of the order, or any other problem with a shipment, the pharmacy should call the Program's Pharmacy Coordinator at 1-800-255-1090 (press option 1, then option 1) as soon as possible. It is important to research undelivered orders and report order discrepancies immediately so that corrections can be made as quickly as possible to minimize potential disruptions to the client's therapy.

- If a client does not pick up their medication from the pharmacy, the pharmacy must either contact THMP to request a return mailing label or reassign the medication to another THMP client who is also eligible for the medication. The pharmacy must return or reassign medications if they are not picked up by the client after ten (10) days. The pharmacy is not responsible for shipping costs.

Provision of medication(s) – The Program will provide the following medication(s) each month:

[**View THMP medications, available strengths, and order maximums**](#)