

PHARMACY FACTS

Program Updates from Louisiana Medicaid

January 12, 2024

LDH Pharmacy Email

NEW! For questions or concerns please email the Louisiana Department of Health Pharmacy staff group email address at PharmacyMedicaid@la.gov. This email address will be closely monitored. Please use this email instead of emailing individual LDH pharmacy staff.

Early Refill Overrides

With the implementation of Magellan as the Single Pharmacy Benefits Manager (PBM) for managed care organizations (MCO) on October 28, 2023, there was a change in how MCOs' PBMs previously coded early refill edits. Magellan has coded early refills as a ProDUR Alert with override capabilities at point of sale (POS) instead of a "refill too soon" edit.

Early refills are still set at 85-percent tolerance on non-controlled products and 90 percent for controlled drugs as previously coded. This has not changed.

	<u>Previously:</u> NCPDP Reject Code 79 – Refill Too Soon	<u>Now:</u> NCPDP Reject Code 88 – DUR Reject Error
Sample Rejection Message at Point of Sale	REFILL TOO SOON NEXT AVAILABLE FILL DATE 00/00/0000 LAST FILL DT 00/00/0000 FILLED AT ABC PHARMACY	DUR REJECT ERROR Early Refill, conflict code ER
Pharmacy Override Capabilities at Point of Sale	Typically unable to override without a call center override or prior authorization by provider	Can be overridden at POS with PPS codes after verifying

Louisiana Medicaid MCOs have noticed a large increase in duplicate/early refills of medications with this new programming (i.e. refills for the same drug at the same strength being processed several days later). Many pharmacists are unintentionally entering the DUR "ER" override code, which is allowing claims to pay even when the patient is not out of medication.

LDH and the MCOs are asking pharmacies to please be aware when submitting DUR PPS codes. The "ER" conflict code should only be submitted after carefully verifying that the early refill is appropriate. **Only once the early refill need has been verified** with the prescribing practitioner should the pharmacist submit an override by supplying "ER," "M0," and "1G."

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NOTE: On March 1, 2024, Magellan MCO PBM will change the denial to NCPDP Reject Code 79 – Refill Too Soon. For an override, pharmacists should contact the Magellan Medicaid Administration help desk or the prescriber will need to submit a prior authorization. Magellan is available 24 hours a day, seven days a week at (800) 424-1664.

Non-urgent pharmacy claims processing questions can also be emailed to Magellan at Lasinglepbmpharmacies@primetherapeutics.com

Drug Shortages

Magellan will approve overrides for non-preferred products when the preferred product has a manufacturer shortage. Pharmacy staff can call the Magellan Medicaid Administration help desk at (800) 424-1664 to get the override. The prescriber does not need to fill out a prior authorization. The current list of drugs with known shortages are: Sabril® 500mg powder for oral solution, generic Concerta®, generic Focalin XR®, Trileptal® suspension, generic Mydayis®, and Elidel®.