PHARMACY FACTS
Program Updates from Louisiana Medicaid

On September 9, 2024, Governor Jeff Landry declared a state of emergency for Tropical Storm Francine, as significant impact to the state is expected. Due to continued effects of the storm, pharmacy claim edits will be adjusted as follows in all parishes statewide.

Procedures for Emergency Prescriptions Claims for Medicaid Beneficiaries

The early refill edit will be bypassed for Medicaid fee-for-service (FFS) and managed care organization (MCO) pharmacy claims in all parishes statewide through September 20, 2024.

All prior authorizations for FFS and the MCOs for pharmacy claims for recipients residing in all parishes statewide will be bypassed through September 20, 2024.

The early refill and prior authorization bypasses **will not** include controlled substances or specialty medications.

If you have questions about the content of this memo, you may contact the FFS pharmacy help desk by phone at (800) 437-9101.

If you have questions about pharmacy claims billing, you may contact the appropriate plan at their pharmacy help desk listed in the chart below.

Healthcare Provider	Pharmacy Help Desk	Pharmacy Help Desk Phone Number
Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, UnitedHealthcare	Magellan	(800) 424-1664
Fee for Service	Gainwell Technologies	(800) 648-0790

Eligibility and Drug Utilization Data for Medicaid Recipients

Pharmacists are encouraged to visit the Louisiana Medicaid website at www.lamedicaid.com. This website is a useful tool to access information regarding recipients, prescribing provider numbers and clinical data. To view this information, providers will need a log-in ID and password.
- From the menu at www.lamedicaid.com, click on Provider Tools.
- Select Website Enrollment.
- Click on Web Account Registration Instructions.
- The direct link is:

http://www.lamedicaid.com/provweb1/Provweb_Enroll/Web_Registration.pdf

- Providers can access the Medicaid Eligibility Verification System (MEVS) to verify recipient eligibility. From the menu at www.lamedicaid.com, click on "Provider Tools." At the Provider Login page, enter Medicaid ID or NPI and then enter Log-In ID and password. Next, go to Medicaid Eligibility Verification System and enter the recipient's name and date of birth or Social Security number.

- Providers may access recipient pharmacy claim history for both FFS and MCOs through the electronic Clinical Data Inquiry (e-CDI). At the Provider Log-In page, enter Medicaid ID or NPI and then enter Log-In ID and password. Go to Electronic Clinical Data Inquiry, enter the recipient ID and date of birth, find the recipient, and then select Clinical Drug Inquiry.

Your continued cooperation and support of the Louisiana Medicaid Program efforts to coordinate care and improve health are greatly appreciated.