

PHARMACY FACTS

Program Updates from Louisiana Medicaid

April 17, 2025

Medicaid Auto-Refill Policy

There has been some confusion about the auto-refill provider notice dated March 24, 2025. The Louisiana Department of Health is **not** requiring pharmacies to utilize auto-refill.

However, if auto-refill is utilized:

- The recipient or recipient caregiver must understand auto-refill and how to withdraw from auto-refill;
- The pharmacy must obtain written or electronic consent before enrolling a recipient in auto-refill. Written or electronic consents shall be kept on file for Medicaid audit purposes for one year from the initial date of dispensing;
- Medicaid auto-refill programs shall only include maintenance medications and non-controlled substances;
- Mail-order pharmacies are prohibited from utilizing auto-refill; and
- Pharmacies enrolled in Louisiana Medicaid may be terminated if they are not compliant with this policy.