



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: January 23, 2026

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Seth Gold, Medicaid Executive Director

A handwritten signature in black ink that appears to read "SG".

SUBJECT: Louisiana Medicaid Pharmacy Winter Storm Preparation – January 2026

On January 22, 2026, Governor Jeff Landry declared a state of emergency in response to the impending winter storm. In preparation for the winter storm, pharmacy claims edits will be adjusted in all parishes statewide.

Procedures for Emergency Prescription Claims for Medicaid Beneficiaries

The early refill edit will be bypassed for pharmacy claims submitted to fee for service (FFS) and the managed care organizations (MCO) in all parishes statewide through February 6, 2026.

All expiring prior authorizations for pharmacy claims for FFS and the MCOs will also be extended through February 6, 2026.

Additional Information:

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

FFS pharmacy claims should be submitted to Gainwell Technologies. MCO pharmacy claims should be submitted to the appropriate PBM.

If you have questions about FFS pharmacy claims billing, you may contact Gainwell Technologies at (800) 648-0790.

Louisiana Medicaid Pharmacy Winter Storm Preparation – January 2026

January 23, 2026

Page 2

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

Health Plan	PBM	Provider Claims/Billing Issues
Aetna Better Health	CVS Caremark	1(855) 364-2977
AmeriHealth Caritas	PerformRx	1(800) 684-5502
Healthy Blue	Carelon RX (MCO) Carrier Name: VOYRX- LA Medicaid	1(833)-485-6236
Humana	Humana Pharmacy Solutions Inc.	1(833) 252-1677
Louisiana Healthcare Connections	Express Scripts	1(833) 750-4451
UnitedHealthcare	Optum RX	1(866) 328-3108

Please forward this notice to other providers to assist with notification. Your continued cooperation and support of the Louisiana Medicaid Program efforts to coordinate care and improve health are greatly appreciated.

BB/RB/SF/GJS

c: Brandon Bueche
Gainwell Technologies
Healthy Louisiana Plans
Rachel Broussard
Sue Fontenot