




**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   
**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.

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.

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