



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

MEMORANDUM

DATE: September 3, 2021
TO: All Louisiana Medicaid Providers
FROM: Michael Boutte, Interim Medicaid Director *MLB*
SUBJECT: August 2021 Hurricane Ida Information for Medicaid Pharmacy

On August 26, 2021, Governor John Bel Edwards declared a state of emergency for Hurricane Ida, as significant impact to the state was expected. Due to continued effects of the storm, pharmacy claim edits will be adjusted as follows in these parishes: **Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana.**

Pharmacists Authority to Dispense Prescriptions in an Emergency

The Louisiana Board of Pharmacy reminded pharmacists about Section 519 of the Board's rules, titled *State of Emergency* that has been activated and is now in effect. This rule is automatically activated whenever the Governor of Louisiana declares and/or renews a state of emergency for some or all of the parishes of Louisiana.

The rule states, in part:

"1. A pharmacist may work in the affected parish(es) and may dispense a one-time emergency prescription of up to a thirty day supply of a prescribed medication if: (a) in the pharmacist's professional opinion the medication is essential to the maintenance of life or to the continuation of therapy, and (b) the pharmacist makes a good faith effort to reduce the information to a written prescription marked "Emergency Prescription", then file and maintain the prescription as required by law."

The above is noted to instruct pharmacists of prescription regulations during a time of emergency. This applies to all patients, regardless of whether they have public or private health insurance coverage or are uninsured. Reimbursement for the prescription is not addressed by this regulation.

Procedures for Emergency Prescriptions Claims for Medicaid Recipients

The early refill edit has been changed from a denial edit to an educational edit for Fee for Service (FFS) and the managed care organizations (MCOs) pharmacy claims in these parishes through September 30, 2021: **Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St.**

Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana.

All existing prior authorizations for pharmacy claims for recipients residing in the above parishes will be extended through October 31, 2021.

Follow this link for other resources including FAQs for providers that contains directions for expedited provider enrollment for FFS and the MCOs: <https://ldh.la.gov/index.cfm/page/4254>

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	CVS Health	(855) 364-2977
AmeriHealth Caritas	PerformRx	(800) 684-5502
Fee for Service	Gainwell Technologies	(800) 648-0790
Healthy Blue	CVS	(833) 236-6194
Louisiana Healthcare Connections	CVS Caremark	(800) 311-0543
UnitedHealthcare	Optum Rx	(866) 328-3108

Eligibility and Drug Utilization Data for Medicaid Recipients

Pharmacists may access 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 gain access to the website, providers should follow directions on the website. Providers should obtain a log-in ID and password. Detailed instructions are at www.lamedicaid.com, then “Provider web account registration instructions” or at this link:

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

- Providers are able to access the Medicaid Eligibility Verification System (MEVS) to verify recipient eligibility. Go to Provider Log-In on www.lamedicaid.com, enter Medicaid ID or NPI then enter Log-In ID and password. Go to Medicaid Eligibility Verification System, and then 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). Go to Provider Log-In on www.lamedicaid.com, enter Medicaid ID or NPI then enter Log-In ID and password. Go to Electronic Clinical Data Inquiry, enter recipient ID and date of birth, find recipient, then clinical drug inquiry.

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

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