




State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: March 25, 2022

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Patrick Gillies, Medicaid Executive Director 

SUBJECT: Louisiana Medicaid Pharmacy Point of Sale (POS) Edits for Lorazepam (Loreev XR™) - April 2022

Effective April 1, 2022, the Louisiana Medicaid Fee for Service (FFS) Pharmacy Program and Managed Care Organizations (MCOs), in consultation with the Drug Utilization Review (DUR) Board, will implement Point of Sale (POS) edits for lorazepam (Loreev XR™). The POS edits will apply to pharmacy claims submitted to FFS and MCOs (Aetna, AmeriHealth Caritas, Healthy Blue, Louisiana Healthcare Connections, and UnitedHealthcare).

Pharmacy claims for lorazepam (Loreev XR™) will have the following POS edits:

- Age Limit
- Concurrent Use
- Prior Use
- Quantity Limit
- Therapeutic Duplication

Point of Sale (POS) Age Limit

Pharmacy claims for lorazepam (Loreev XR™) prescribed for recipients 17 years of age or younger will deny with the following:

MCO Only: The pharmacy claim will deny with a **NCPDP rejection code**. If additional assistance is needed, contact the health plan (See contact information at the end of this document).

FFS Only: **NCPDP reject code 60** (Product/Service Not Covered for Patient Age) mapped to **EOB code 234** (P/F Age Restriction)

Point of Sale (POS) Concurrent Use of Benzodiazepine and Opioid

Pharmacy claims for lorazepam (Loreev XR™) will deny if there is an active claim on the recipient's file for an opioid. Pharmacy claims for an opioid will deny if there is an active claim on the recipient's file for lorazepam (Loreev XR™). Pharmacy claims for these medications will deny at Point of Sale (POS) with:

MCO Only: The pharmacy claim will deny with a **NCPDP rejection code**. If additional assistance is needed, contact the health plan (See contact information at the end of this document).

FFS Only: **NCPDP rejection code 88** (DUR Reject Error) mapped to **EOB code 423** (Potential Additive Toxicity).

After consultation with the prescriber to verify the necessity of concurrent therapy, the pharmacist may override the denial by submitting the following override codes at POS:

NCPDP 439-E4 field (Reason for Service Code) – **AT** (Additive Toxicity)

NCPDP 440-E5 field (Professional Service Code) – **M0** (Prescriber Consulted)

NCPDP 441-E6 field (Result of Service Code) – **1G** (Filled with Prescriber Approval)

Point of Sale (POS) Bypass Diagnosis Code for Concurrent Use of Benzodiazepine and Opioid

Pharmacy claims for concurrent benzodiazepine AND opioid therapy, such as an opioid used concurrently with lorazepam (Loreev XR™), will not reject when one of the following diagnosis codes is submitted in **NCPDP field 424-DO**:

- C00.*-C96.* (Cancer Diagnoses)
- Z51.5 (Palliative Care)

Point of Sale (POS) Prior Drug Use Requirement

An incoming pharmacy claim for lorazepam (Loreev XR™) will deny if there is no evidence of a pharmacy claim for **ONE** of the following in the most recent 30-day period:

- a quantity of at least 90 lorazepam immediate-release tablets; **OR**
- any quantity of lorazepam (Loreev XR™).

If there is no evidence of either of these claims that would show prior use, then a claim submitted for lorazepam (Loreev XR™) will deny at POS with:

MCO Only: The pharmacy claim will deny with a **NCPDP rejection code**. If additional assistance is needed, contact the health plan (See contact information at the end of this document).

FFS Only: **NCPDP rejection code 88** (DUR Reject Error) mapped to **EOB code 362** (Prior Use of Lorazepam)

After consultation with the prescriber to verify the necessity of the requested therapy, the pharmacist may override the denial by submitting the following override codes at POS:

NCPDP 439-E4 Field (Reason for Service Code) – **PP** (Plan Protocol)

NCPDP 440-E5 Field (Professional Service Code) – **M0** (Prescriber Consulted)

NCPDP 441-E6 Field (Result of Service Code) – **1G** (Filled with Prescriber Approval)

Point of Sale (POS) Quantity Limit

Pharmacy claims for lorazepam (Loreev XR™) which exceed the quantity limit of 90 tablets per 30 days will deny with the following codes at POS:

MCO Only: The pharmacy claim will deny with a **NCPDP rejection code**. If additional assistance is needed, contact the health plan (See contact information at the end of this document).

FFS Only: **NCPDP rejection code 76** (Quantity and/or days' supply exceeds program maximum) mapped to

EOB code 457 (Quantity and/or days' supply exceeds program maximum).

Upon consultation with the prescriber to verify the necessity of the requested therapy, the pharmacist may override the denial by submitting the following override at POS:

NCPDP 439-E4 Field (Reason for Service Code) **EX** (Excessive Quantity)

NCPDP 440-E5 Field (Professional Service Code) **M0** (Prescriber Consulted)

NCPDP 441-E6 Field (Result of Service Code) **1G** (Filled with Prescriber Approval)

Point of Sale (POS) Therapeutic Duplication

An incoming pharmacy claim for lorazepam (Loreev XR™) will deny with a therapeutic duplication if there is an active pharmacy claim on the recipient's profile for another anxiolytic medication. Conversely, an incoming pharmacy claim for another anxiolytic medication will deny with a therapeutic duplication if there is an active pharmacy claim for lorazepam (Loreev XR™) on the recipient's profile. Pharmacy claims with a therapeutic duplication will deny with:

MCO Only: The pharmacy claim will deny with a **NCPDP rejection code**. If additional assistance is needed, contact the health plan (See contact information at the end of this document).

FFS Only: **NCPDP rejection code 88** (DUR Reject Error) mapped to

EOB code 482 (Therapeutic Duplication).

After consultation with the prescriber to verify the necessity of the requested therapy, the pharmacist may override the denial by submitting the following override codes at POS:

NCPDP 439-E4 field (Reason for Service Code) – **TD** (Therapeutic Duplication)

NCPDP 440-E5 field (Professional Service Code) – **M0** (Prescriber Consulted)

NCPDP 441-E6 field (Result of Service Code) – **1G** (Filled with Prescriber Approval)

March 25, 2022

Page 4

Additional Information:

FFS Only: Most pharmacy claim denials can be overridden in emergency situations at Point of Sale. If it is necessary to override the claim, “03” can be entered in **NCPDP field 418-DI** (Level of Service). Refer to www.lamedicaid.com for the POS User Guide and override procedures.

MCO Only: If an override is required, or additional assistance needed, contact the health plan.

Refer to <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf> for the PDL, which is inclusive of the *Louisiana Uniform Prescription Drug Prior Authorization Form*, medication list, and clinical criteria.

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

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.

PG/MBW/GJS

c: Healthy Louisiana Plans
Melwyn B. Wendt
Gainwell Technologies