



State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: October 9, 2025

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Drew Maranto, Interim Medicaid Executive Director

SUBJECT: Important Update on Prior Authorization Transitions

The Louisiana Department of Health (LDH) is issuing this notice to address Prior Authorizations (PA) from the recent Pharmacy Benefit Manager (PBM) transition. This update aims to support provider and pharmacy teams, minimize care disruptions, and reduce administrative burdens.

In advance of the transition, the Managed Care Organization (MCO) PBMs received multiple open prior authorization files to continue approvals issued from prior authorization reviews completed before 10/1/2025. These approvals are programmed with the new PBMs to allow members to continue receiving their medications.

Overview of Current PA Impacts

1. System updates to shared PA Files (Now Resolved): We are pleased to inform you that prior authorization data has been successfully transferred and integrated into the current PBM systems. Pharmacies should now experience fewer PA-related rejections as the updated data is processed by claims systems.
2. Some medications may need a prior authorization. In an emergency situation, the override process is available to ensure access while the PA is being completed by the provider.

The Louisiana Department of Health (LDH) remains committed to supporting you during this transition and ensuring minimal disruption to patient care. Your cooperation is essential in maintaining quality healthcare services.

Thank you for your continued dedication and care for our Medicaid recipients.

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Health Plan	PBM	Billing Information	Provider Claims/Billing Issues
Aetna Better Health	CVS Caremark	Carrier=881J BIN:610591 PCN: MCAIDADV Group: RX881J	<u>1(855) 364-2977</u>
AmeriHealth Caritas	PerformRx	BIN:019595 PCN:06030000 Group:	<u>1(800) 684-5502</u>
Healthy Blue	Carelon RX (MCO) Carrier Name: VOYRX-LA Medicaid	Carrier: 8482 BIN: 020107 PCN: LA Group: RX8482	<u>1(833) 236-6194</u>
Humana	Humana Pharmacy Solutions, Inc.	BIN: 610649 PCN: 03191502 Group: LAM01	<u>1(800) 448-3810</u>
Louisiana Healthcare Connections	Express Scripts	BIN: 003858 PCN: MA Group: 2ENA	<u>1(800) 311-0543</u>
UnitedHealthcare	Optum Rx	BIN: 610494 PCN: 4041 Group: ACULA	<u>1(866) 328-3108</u>

SF/DM

c: Healthy Louisiana Plans
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