



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

MEMORANDUM

DATE: September 6, 2016

TO: All Louisiana Medicaid Providers

FROM: Jen Steele, Medicaid Director

SUBJECT: Medicaid Fee for Service (FFS) and Managed Care Organization (MCO) Emergency Provisions for Pharmacy Overrides

Effective September 12, 2016, specific edits for pharmacy services for both FFS and MCO enrolled recipients that were relaxed during the historical flooding will be restored. Early refill, copayment and prior authorization (excluding controlled and specialty drugs) will resume as before.

Any residual issues with pharmacy claims should be handled on a case by case basis by contacting the appropriate plan's pharmacy help desk.

Plan	Pharmacy Help Desk Numbers
Aetna	(855) 364-2977
Amerigroup	(800) 454-3730
AmeriHealth Caritas	(800) 684-5502
Louisiana Healthcare Connections	(877) 690-9330
United HealthCare	(866) 328-3108
Fee for Service	(800) 648-0790

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

If you have questions about the contents of this memo, you may contact the Fee for Service (FFS) Pharmacy Help Desk at (800) 437-9101 or refer to www.lamedicaid.com.

JS/MBW/ESF

c: Dr. SreyRam Kuy
Healthy Louisiana Plans
Melwyn B. Wendt
Molina