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State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: August 19, 2016

TO: All Louisiana Medicaid Providers

FROM: Jen Steele, Medicaid Director

SUBJECT: August 2016 Flood Information for Medicaid Pharmacy

Due to the recent historical flooding, many Louisiana Medicaid recipients are evacuating and are in need of essential medications.

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

Fee for Service (FFS) emergency provisions for pharmacy overrides can be found at this link:
http://www.lamedicaid.com/provweb1/Pharmacy/FFS_Emergency_Pharmacy_Overrides.pdf

The Healthy Louisiana Plans (Managed Care Organizations) have the following instructions per plan to process necessary prescription overrides:

Plan/Pharmacy Help Desk Numbers	Early Refill/Refill too soon	Prior Authorization	Copay
Aetna (855) 364-2977	Bypass	Bypass except for controlled and specialty drugs	No Copay
Amerigroup (800) 454-3730	Allow pharmacist override by entering code 91100000001 in NCPDP field 462-EV (Prior Auth Number Submitted) or call (800) 454-3730	Enter PA type "1" and PA number "1111" to override NCPDP rejects 75, "Prior Authorization Required" and MR "Product Not On Formulary", except for controlled and specialty drugs	Exempt
AmeriHealth Caritas (800) 684-5502	Bypass	Bypass except for controlled and specialty drugs	Exempt
Louisiana Healthcare Connections (877) 690-9330	Bypass	Bypass except for controlled and specialty drugs	Exempt
United HealthCare (866) 328-3108	Bypass	Bypass except for controlled and specialty drugs	Exempt

The MCO and FFS procedures are limited to recipients residing in the following parishes: Acadia, Allen, Ascension, Assumption, Avoyelles, Beauregard, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Evangeline, Iberia, Iberville, Jefferson Davis, Lafayette, Livingston, Point Coupee, St. Charles, St. Helena, St. James, St. John the Baptist, St. Landry, St. Martin, St. Tammany, Tangipahoa, Vermilion, Vernon, Washington, West Baton Rouge, West Feliciana.

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.

Pharmacy providers may contact the ULM Prior Authorization Call Center (866) 730-4357 for assistance with recipient drug history. The call center is open Monday-Saturday 8am-6pm. The following information would be appreciated:

- Name;
- Date of birth;
- Recipient identification number, and/or social security number.

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

JS/MBW/ESF

c: Dr. SreyRam Kuy
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