



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

MEMORANDUM

DATE: March 24, 2025

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Kimberly Sullivan, Medicaid Executive Director *KLS*

SUBJECT: Louisiana Medicaid Pharmacy Auto-refill Policy

Effective May 1, 2025, Louisiana Medicaid will implement auto-refill requirements for Louisiana Medicaid pharmacy claims. This includes Medicaid Fee for Service (FFS) and Managed Care Organizations (MCOs) pharmacy claims.

Auto-refill programs can help increase patient adherence and compliance, especially for recipients with chronic conditions. The benefit of auto-refill programs is that pharmacies can remind recipients to pick up prescriptions before their prescriptions run out. In addition, pharmacies are able to order any medications that may be out of stock several days in advance of recipient running out of medications especially on the weekend, to ensure the recipient receives medications on time.

This provider notice serves as documentation of Louisiana Medicaid's auto-refill policy for pharmacies. It is essential that recipients are well informed about auto-refill programs and that they know their rights. The goal of this policy is to enhance communication between pharmacies and recipients about auto-refills to prevent incorrect or unnecessary medications from being refilled. In addition, this new policy will help pharmacies to reduce the extra workload and the stockpiling of prescriptions that can occur under the current system when recipients are automatically signed up for auto-refills. The requirements outlined in this notice are designed to decrease the amount of medications received that were not requested in addition to reducing unnecessary costs associated with medications that will not be taken.

First, pharmacies shall explain auto-refill to the recipient or recipient caregiver prior to initial sign up for auto-refills, as well as how the recipient can withdraw from the program entirely.

Second, the pharmacy must obtain written or electronic consent before enrolling a recipient in auto-refills. This will ensure recipients are enrolled by their decision on an opt-in basis. The consent process will help by ensuring that a recipient truly wishes to enroll in the program and will help to prevent the recipient from receiving discontinued, unwanted, and unneeded medications. Furthermore, the requirement of recipient consent will help control fraud, waste, and abuse related to medications. Written or electronic consents should be kept on file in the pharmacy for Medicaid audit purposes for one year from the initial date of dispensing.

Third, auto-refill programs shall only include maintenance medications and non-controlled substances. When a recipient elects to enroll in the program, the pharmacist must verify the recipient profile to make sure only current medications are selected for auto-refills. Auto-refills are not allowed for mail order pharmacies. Chains and local pharmacies are allowed to mail prescriptions if recipient requests mail delivery.

Pharmacies enrolled in the Louisiana Medicaid program may be terminated from Medicaid if they are not compliant with this policy.

Additional Information:

If you have questions about the content of this memo, you may contact the FFS pharmacy help desk by phone at (800) 437-9101.

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.

KP/MBW/ESF

c: Gainwell Technologies
Healthy Louisiana Plans
Kolynda Parker
Melwyn B. Wendt
Prime Therapeutics, LLC