



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

MEMORANDUM

DATE: April 30, 2025

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Kimberly Sullivan, Medicaid Executive Director *KCS*

SUBJECT: Louisiana Medicaid Pharmacy Diabetic Supplies Preferred Drug List (PDL)/Non-Preferred Drug List (NPDL) Updates

The Louisiana Medicaid Fee for Service (FFS) Pharmacy Program will update the Diabetic Supplies Preferred Drug List (PDL)/Non-Preferred Drug List (NPDL). The update applies to pharmacy claims submitted to Gainwell Technologies for FFS and to Prime Therapeutics, LLC for MCOs (Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare).

1.) Ascensia Contour Diabetic Supplies

Effective May 2, 2025, the Ascensia Contour Diabetic supplies will move from non-preferred to preferred on the PDL. Pharmacy claims for Ascensia Contour Diabetic Supplies will process as a preferred product and do not require a prior authorization.

2.) Lifescan One Touch Diabetic Supplies

Effective June 1, 2025, the Lifescan One Touch Diabetic Supplies will no longer be covered by the Louisiana Medicaid Pharmacy Program. Pharmacy claims for Lifescan One Touch Diabetic supplies will deny at Point of Sale for product "Not Covered by Medicaid."

Additional Information:

Refer to <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf> for the PDL.

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

FFS pharmacy claims should be submitted to Gainwell Technologies. MCO pharmacy claims should be submitted to Prime Therapeutics, LLC.

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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, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, UnitedHealthcare	Prime Therapeutics, LLC	(800) 424-1664
Fee for Service	Gainwell Technologies	(800) 648-0790

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.

KS/MBW

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