



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

MEMORANDUM

DATE: April 1, 2024
TO: All Louisiana Medicaid Prescribing Providers and Pharmacists
FROM: Kimberly Sullivan, Medicaid Executive Director *KCS*
SUBJECT: Louisiana Medicaid Pharmacy Point of Sale
Quantity Limit- April 2024

Effective April 1, 2024, the Louisiana Medicaid Fee for Service (FFS) Pharmacy Program and Managed Care Organizations (MCOs), in consultation with the Drug Utilization Review (DUR) Board, will implement new Point of Sale (POS) quantity limits for select medications. The quantity limits apply to pharmacy claims submitted to Gainwell for FFS and to Magellan for MCOs (Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare).

Point of Sale Quantity Limit

The agents listed in the following chart have quantity limits at Point of Sale (POS).

Medication	Quantity Limit
Nalmefene (Opvee®)	4 units per 30 days
Risperidone IM Injection (Rykindo®)	2 units every 28 days

Pharmacy claims that exceed the maximum quantity limit, will deny at POS with:

Denial from Gainwell (FFS Only): **NCPDP rejection error 76** (Quantity and/or days' supply exceeds

program maximum) mapped to **EOB Code 457** (Quantity and/or days' supply exceeds program maximum).

Denial from Magellan (MCO Only): **NCPDP rejection code 76** (Quantity and/or days' supply exceeds program maximum).

FFS & MCO Overrides: Upon consultation with the prescriber to verify medical necessity of excessive quantity, the pharmacist may override the denial by submitting the following override codes at POS:

NCPDP 439-E4 Field (Reason for Service Code) **EX** (Excessive Quantity)

NCPDP 440-E5 Field (Professional Service Code) **MØ** (Prescriber Consulted)

NCPDP 441-E6 Field (Result of Service Code) **1G** (Filled with Prescriber Approval)

In addition to EX/MØ/1G, the pharmacist using professional judgment may override the denial for nalmeferene (Opvee®) by submitting the following override codes at POS:

NCPDP 439-E4 Field (Reason for Service Code) **EX** (Excessive Quantity)

NCPDP 440-E5 Field (Professional Service Code) **RØ** (Pharmacist Consulted Other Source)

NCPDP 441-E6 Field (Result of Service Code) **1B** (Filled, Prescription As Is)

Additional Information:

FFS Only: Most pharmacy claim denials can be overridden in emergency situations at Point of Sale. If it is necessary to override the claim, “03” can be entered in **NCPDP field 418-DI** (Level of Service).

MCO Only: If an override is required, or additional assistance is needed, contact Magellan’s pharmacy help desk. (See contact information at the end of this document.)

Refer to <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf> for the PDL, which is inclusive of the *Louisiana Uniform Prescription Drug Prior Authorization Form*, medication list, criteria, and diagnosis code list.

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 Magellan.

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	Magellan	(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/GJS

c: Healthy Louisiana Plans
 Melwyn B. Wendt
 Gainwell Technologies
 Magellan