



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

MEMORANDUM

DATE: August 28, 2024

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Kimberly Sullivan, Medicaid Executive Director *KLS*

SUBJECT: Louisiana Medicaid Pharmacy Coverage Update for
COVID Treatment Nirmatrelvir/Ritonavir (Paxlovid™)

Effective October 1, 2024, the Louisiana Medicaid Pharmacy Program will access copayments for the COVID treatment nirmatrelvir/ritonavir (Paxlovid™). Pharmacy claims are submitted to Gainwell for FFS and to Magellan for all the MCOs (Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare).

Due to the end of the Public Health Emergency (PHE) for COVID-19, declared under Section 319 of the Public Health Service Act, the Pharmacy Program will access copayments for the COVID treatment nirmatrelvir/ritonavir (Paxlovid™). This reinstatement of copayment does not apply to recipients who are copayment exempt.

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.

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