



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

**MEMORANDUM**

**DATE:** October 22, 2024

**TO:** All Louisiana Medicaid Prescribing Providers and Pharmacists

**FROM:** Kimberly Sullivan, Medicaid Executive Director *KLS*

**SUBJECT:** Louisiana Medicaid Pharmacy Beneficiary Third Party Liability Data Migration for Pharmacy Claims

The Louisiana Medicaid Pharmacy Program is informing pharmacy providers of the upcoming beneficiary third party liability (TPL) data migration. The transfer and reconciliation of this TPL policy data is scheduled to start on **November 4, 2024 and end on November 19, 2024**. The TPL migration applies to pharmacy claims submitted to Gainwell for Fee for Service (FFS) and to Prime Therapeutics for MCOs (Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare).

**Pharmacy Claims**

Pharmacy claims will be impacted for beneficiaries who have a change in their non-Medicaid other third party insurance for a limited period of time. This will not impact Medicare Part D eligible beneficiaries. The transfer and reconciliation of data will occur from **November 4, 2024 through November 19, 2024**.

From **November 4, 2024 through November 19, 2024**, for beneficiaries whose eligibility file indicates there is other third party coverage, but the coverage has terminated, the pharmacy claims may deny due to the migration. Pharmacy providers can override the denial by the following mechanisms:

**FFS Override:**

Other Coverage Code value "01" using NCPDP field 308-C8.

**MCO Override:**

Third Party Liability pharmacy claims can be overridden by contacting the Prime Therapeutics help desk at 800-424-1664.

**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 Prime Therapeutics.

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	(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  
Prime Therapeutics