State of Louisiana

Department of Health and Hospitals

Office of Management and Finance

August 27, 2012

Attention Pharmacy Providers:

In anticipation of the arrival of Tropical Storm Isaac, many Louisiana Medicaid recipients are preparing and/or evacuating and are in need of essential medications. Louisiana Medicaid will assist recipients and providers in as many ways as possible so that recipients may receive their necessary medication. Please advise your patients to safeguard their medication as they would important documents. Providing your patients with printouts of their prescription history would be helpful should they relocate to an area outside of the potential storm impact area. You, as a Louisiana Medicaid pharmacy provider, are greatly appreciated as you fulfill Medicaid recipients' needs.

State of Emergency Declared by Governor Jindal

Governor Jindal declared a State of Emergency for Louisiana. Secretary Greenstein has authorized Medicaid recipients to obtain **up to a thirty day supply** of their prescriptions if they reside in an area which may be potentially affected by the storm.

Pharmacists may override the early refills of necessary medications when they receive:

NCPDP rejection code 88 (DUR Reject Error) mapped to **EOB code 445** (Duplicate Drug Therapy) or **EOB code 447** (Compliance Monitoring/Early or Late Refill)

For a prescription override, the pharmacist must supply the codes listed below with the Point of Sale claim.

NCPDP Field	Name of Field	Value	Definition
NCPDP 439-E4	Reason for Service Code	ID	Ingredient Duplication (for different pharmacy)
		ER	Overuse/Early Refill (for same pharmacy)
NCPDP 440-E5	Professional Service Code	MO	Prescriber Consulted
		PO	Patient Consulted
		RO	Pharmacist Consulted Other Source
NCPDP 441-E6	Result of Service Code	1A	Filled As Is; False Positive
		1B	Filled Prescription As Is
		1C	Filled With Different Dose
		1D	Filled With Different Directions
		1E	Filled With Different Drug
		1F	Filled With Different Quantity
		1G	Filled With Prescriber Approval

Pharmacists shall **document** the required drug utilization review information on the prescription **without** contacting the prescribing provider along with the notation of **"Isaac 2012 Evacuee"**. This documentation may be accomplished either by direct notation of the approval on the hard copy or electronically through such means as pharmacists notes/comments, etc., depending on your particular software, and is readily retrievable when requested by audit staff.

Eligibility and Drug Utilization Data

Pharmacists may access the Louisiana Medicaid website at www.lamedicaid.com. This website is a useful tool to access information regarding recipients, prescribing provider numbers and clinical data. To gain access to the website, providers should follow directions on the website. Providers should obtain a log-in ID and password.
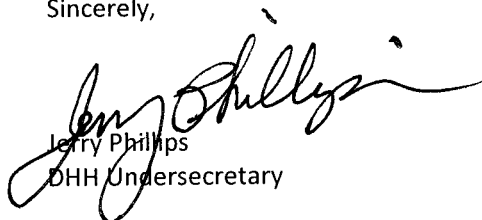
- Providers are able to access the Medicaid Eligibility Verification System (MEVS) to verify recipient eligibility. Providers should have the recipient's name **and** date of birth or social security number.
- Providers may access recipient pharmacy claim history through the electronic Clinical Data Inquiry (e-CDI).
- Louisiana enrolled prescribing providers, Medicaid provider numbers and NPIs may be accessed through the RXPA PPN link. The password is KARNARDO2002. The password is case sensitive.

Lock-In Recipients

There may be instances where recipients affected by the storm are also lock-in recipients who attempt to have prescriptions filled at non lock-in pharmacies. These pharmacists in their professional opinions may utilize the emergency override procedures to fill these claims if the need is **appropriate**. These claims should be electronically submitted with a value of "3 = Emergency" in NCPDP field 418-DI (Level of Service). The notation of "Emergency Prescription" should be written on the hard copy prescription.

Any updates will be included on the website at www.lamedicaid.com. Please direct your pharmacy questions to the Molina Pharmacy Point-of-Sale Helpdesk at 1-800-648-0790 or to the Medicaid Pharmacy Benefits Section at 1-800-437-9101. Your continued efforts to assist Louisiana Medicaid recipients during this trying time are greatly appreciated.

Sincerely,

Jerry Phillips
DHH Undersecretary

JP/AC