



Louisiana Department of Health and Hospitals Bayou Health Informational Bulletin 13-3 May 31, 2013

Issue: Dispensing Prescription Medication In the Event of an Emergency

In the event of an emergency the following information is being provided to a quick reference for recipients/providers on the appropriate procedures to follow. The bulletin is divided into three categories:

1. Medicaid recipients enrolled in Bayou Health Prepaid Plans;
2. Medicaid recipients under the Fee-for-Service (legacy) and member of Bayou Health Shared Savings Health Plans; and
3. Individuals with Private Health Insurance

1. Bayou Health Prepaid Plan Recipients

For Medicaid recipients who are members of ***Amerigroup, LaCare or Louisiana Healthcare Connections***, the following protocols and contact information is provided to assist providers/recipients in obtaining necessary prescriptions:

A. Amerigroup

- Phone: 1-800-600-4441
- Web: www.myamerigroup.com/la

In the event of a declared disaster or emergency, Amerigroup will lift early fill restrictions, also known as refill too soon edits, which authorize pharmacists to supply members with a maximum of a 30-day supply of their medications. The exact timing of the lift of these edits is at the discretion of the Plan. Members may call Amerigroup to ask about getting their medications filled ahead of time and the Pharmacy Call Center will inform the member at that time.

B. LaCare

- Phone: 1-888-756-0004
- Web: www.lacarelouisiana.com

In the event of an emergency, LaCare will allow early refill to prescriptions, allowing network pharmacists to fill prescription requests from its members without receiving a rejection code. PerformRx will notify its pharmacy network of this action. Members with questions about early refill options may call the Pharmacy Call Center.

C. Louisiana Healthcare Connections

- Phone: 1-866-595-8133
- Web: www.louisianahealthconnect.com

In the event of a declared disaster or emergency, Louisiana Healthcare Connections will lift early fill restrictions and authorize pharmacists to supply recipients with a maximum of a 30-day supply if the recipient resides in a parish that is affected.

2. Legacy Medicaid and Bayou Health Shared Saving Plan Recipients

For Medicaid recipients who are under the legacy Medicaid or members of ***Community Health Solutions or United Healthcare Community Plan***, the following protocols and contact information is provided to assist providers/recipients in obtaining necessary prescriptions.

In the event of an emergency, DHH may authorize members/recipients in impacted areas to obtain *up to a thirty (30) day supply of their prescriptions*. Pharmacies would be authorized to process prescription refills early in those areas.

Pharmacists would document the required drug utilization review information on the prescription without contacting the prescribing provider. This documentation would 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.

During an emergency, Louisiana Medicaid urges Prescribers and Pharmacy providers to comply with Louisiana Board of Pharmacy notifications.

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

During an emergency, there may be instances where lock-in recipients may 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. The notations 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 Helpdesk at 1-800-648-0790 or 225-342-7878.

Anyone using medications, or their caregivers, should keep a list of each medication they are taking with their most important documents, including the name, dosage and frequency of each prescription. It is also helpful to include in that list the name of each person’s primary care doctor and any specialist whose care they may be under.

3. Individuals with Private Health Insurance

For individuals with private health care insurance, individuals/ providers should follow the protocols and contact information as provided by the appropriate HMO provider concerning early refills and co-payment requirements.

Individuals may also visit the Department of Insurance website as more information becomes available on individual HMOs at:

http://www.lidi.la.gov/public_affairs/2013HurricaneSeason/HurricaneSeason.html