

PHARMACY FACTS

Program Updates from Louisiana Medicaid

August 28, 2023

Louisiana Wildfires

Due to the wildfires occurring in Louisiana, residents are evacuating their homes. In some instances, residents are evacuating without their prescription medication.

To help residents who have evacuated without their prescription medication, Louisiana Department of Health (LDH) is authorizing early refills on non-controlled medications through September 30, 2023 due to wildfire evacuations.

FOR FFS PHARMACY CLAIMS: Pharmacists will be able to use professional judgement and override an early refill/refill too soon edit at Point of Sale (POS) for non-controlled medications using the normal early refill/refill too soon edit override codes.

The pharmacist must document “**Louisiana wildfire**” on the hardcopy prescription or in the electronic record.

- Humana pharmacy claims are processed as a FFS claim. Early Refill/refill too soon edit overrides will be allowed at POS.

FOR MCO PHARMACY CLAIMS: The PA helpdesk for the appropriate MCO should be contacted to have the early refill/refill too soon edit overridden for non-controlled medications due to Louisiana wildfires.

MCO	PA Helpdesk Phone Number
Aetna Better Health	855-242-0802
AmeriHealth Caritas, La	800-684-5502
Healthy Blue	844-521-6942
Humana Healthy Horizons in LA	Early refill/refill too soon override allowed at POS
LA Healthcare Connections	888-929-3790
United Healthcare	800-310-6826