

PHARMACY FACTS

Program Updates from Louisiana Medicaid

January 25, 2023

Humana Pharmacy Claims Processing

Pharmacies may now process Humana pharmacy claims at Point of Sale (POS) with the **Humana “H” ID number** printed on the Humana card. Pharmacy claims will continue to process when billed with the recipient’s legacy Medicaid ID or Card Control Number (CCN).

The BIN and PCN remain the same as Fee-for-Service (FFS) billing (BIN: 610514 and PCN:LOUIPROD), but with the addition of **HUMANA** as a group ID. If a Humana pharmacy claim is billed without **HUMANA** in NCPDP field 301-C1 (Group ID), the claim will deny with EOB 367 (group number is missing or invalid for Humana), which is mapped to NCPDP Reject Code 06.

Humana Healthy Horizons.in Louisiana A Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.	
MEMBER NAME Member ID: HXXXXXXXXX	
RxGRP: HUMANA	Effective Date: XX/XX/XX
RxBIN: 610514	
RxPCN: LOUIPROD	
PCP Name: XXXXXXXXX	
PCP Office/24 Hour Number: XXX-XXX-XXXX	
PCP Address: XXXXXXXXXX	
Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.	
	
Member/Provider Services & Grievances: 1-800-448-3810	
Member Transportation Services:	1-844-613-1638
24-Hour Nurse Advice Line:	1-800-448-3810
24-Hour Behavioral Health Crisis Line:	1-844-461-2848
Member Reporting Medicaid Fraud:	1-800-488-2917
Pharmacist Provider Services and Prior Authorization:	1-866-730-4357
Pharmacist Rx Inquiries:	1-800-648-0790
Member Pharmacy Help Desk:	1-800-437-9101
TTY, call 711 Please visit us at: Humana.com/HealthyLouisiana	
Please mail claims to or go to Availity.com	
Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601	

If there is an issue with billing Humana pharmacy claims, the pharmacy or recipient may contact the Medicaid Pharmacy Help Desk at 1-800-437-9101. Please make sure you have the recipient’s name, date of birth, and Social Security number or Medicaid ID number available.

Enrollees are allowed to switch plans until the end of March 2023. Enrollees can switch plans by calling the enrollment broker at 1-855-229-6848 or online at myplan.healthy.la.gov.

Humana DME Claims

Durable Medical Equipment (DME) claims (e.g., glucometers, continuous glucose monitors, diabetic insulin pumps) are processed through Humana Healthy Horizons in Louisiana. Please contact Humana Healthy Horizons in Louisiana at:

Phone: 1-800-448-3810 (TTY: 711)

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Email: LAMSPProviderIntake@Humana.com (if you provide physical health services) or
LABHMedicaid@Humana.com (if you provide behavioral health services)

FFS Lifts X-DEA Requirement for Buprenorphine Products

Due to the 2023 Consolidated Appropriations Act, the Drug Enforcement Administration (DEA) is no longer requiring prescribers to have an X-DEA number to prescribe buprenorphine products. Fee-for-Service (FFS) has lifted this requirement on Point of Sale pharmacy claims for buprenorphine products.