

PHARMACY FACTS

Program Updates from Louisiana Medicaid

October 20, 2022

Fee for Service Electronic Drug Prior Authorization (E-PA)

Effective October 19, 2022, the Louisiana Medicaid Fee for Service (FFS) Pharmacy Program will implement an electronic drug prior authorization (E-PA) application. This application was developed in an effort to achieve a more streamlined prior authorization process. Louisiana Medicaid providers will be able to log into their account at [Louisiana Medicaid \(lamedicaid.com\)](https://lamedicaid.com) and submit electronic drug prior authorization (PA) requests for Fee for Service (FFS) recipients. The application not only streamlines the submission and processing of requests, but it also displays the request status at each point in the process. As requests are processed, the status is updated in real time in the application.

The electronic drug prior authorization is an additional mechanism to submit a PA request. A prior authorization request can still be submitted by fax, phone and mail, if desired. The four mechanisms to submit a PA request are listed in the chart.

Route	Submit To:
Electronic Prior Authorization (E-PA)	Louisiana Medicaid (lamedicaid.com)
Phone	1-866-730-4357
Fax	1-866-797-2329
Mail	ULM College of Pharmacy – Rx PA Program 1800 Bienville Drive Monroe, LA 71201-3765

Refer to the Preferred Drug List (PDL) for drugs requiring a prior authorization at <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>.

Managed Care Policies & Procedures

In accordance with La. R.S. 46:460.51, et seq., prior to adopting, approving, amending, or implementing certain policies or procedures, the Louisiana Department of Health will publish the proposed policy or procedure for the purpose of soliciting public comments. For this purpose, a policy or procedure, as defined by the statute, shall mean a requirement governing the administration of managed care organizations specific to billing guidelines, medical management and utilization review guidelines, case management guidelines, claims processing guidelines and edits, grievance and appeals procedures and process, other guidelines or manuals containing pertinent information related to operations and pre-processing claims, and core benefits and services.

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Managed care organizations (MCO) policies and procedures are posted here:

<https://ldh.la.gov/page/3686>

MCO pharmacy and medical drug policies are posted here: <https://ldh.la.gov/page/4085>

Provider Enrollment Portal

Federal laws enforced by the Centers for Medicare and Medicaid, including the Affordable Care Act and the 21st Century Cures Act, require providers who file claims with Louisiana Medicaid to enroll in Medicaid's web-based provider enrollment portal. Providers affected by these laws include providers enrolled in Fee for Service Medicaid before December 31, 2021, and providers enrolled with an MCO, Dental Benefit Plan Manager, or Magellan before March 31, 2022.

Despite being past the application deadline, the Provider Enrollment Portal remains open for providers required to enroll who have not yet applied. It is extremely important to act now to avoid disruption in payments.

Provider Lookup Tool: If providers are unsure of their enrollment status, a Provider Portal Enrollment Lookup Tool is available at <https://www.lamedicaid.com/portalenrollmentstatus/search>. Results will show the provider's status as either enrollment complete, action required, application not submitted, or currently in process by Gainwell Technologies. Providers that are not shown in the results are not required to enroll at this time. Invitation letters for those providers will be sent at a later date. The Lookup Tool is updated daily.

Providers needing assistance with application and enrollment, a status update on enrollment and/or information on next steps needed to complete the process should contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or calling 1- 833-641-2140.