

PHARMACY FACTS

Program Updates from Louisiana Medicaid

December 12, 2022

Drug Shortages

The Louisiana Department of Health Pharmacy Program staff have been notified about oral antibiotic and brand Ciprodex® otic suspension drug shortages. The MCO and Fee-for-Service prior authorization (PA) departments have been instructed to approve PAs for non-preferred oral antibiotics and generic Ciprodex® when the shortage is documented on the PA request during the short supply period.

Please notify LDH Pharmacy staff if you are or become aware of other drug shortages.

Naloxone Standing Order

The 2023 Naloxone standing order will be updated and posted prior to January 1, 2023 at <https://ldh.la.gov/assets/HealthyLa/Pharmacy/NaloxoneStandingOrder.pdf>

Do you know how to find out what MCO plan a recipient is in when they do not have their pharmacy card? If not, please keep reading below.

January 1, 2023, Health Plan Enrollment Changes

Louisiana Medicaid will include six managed care organizations (MCO) beginning January 1, 2023. The six health plans are Aetna Better Health, AmeriHealth Caritas, Healthy Blue Louisiana, Humana Healthy Horizons, Louisiana Healthcare Connections and UnitedHealthcare Community Plan. Medicaid members recently received a letter, listing the member's current plan and the plan assigned to them to be effective January 1, 2023. **Some members may be assigned to a health plan that is different from their current health plan;** however, each member will have an opportunity to make changes. Members can make changes to their health plan through 6 p.m. on March 31, 2023. Visit <https://ldh.la.gov/newhealthplans> to learn more.

The Louisiana Medicaid Pharmacy Program will now consist of Fee-for-Service (FFS) Medicaid and the six MCOs. **Humana Healthy Horizons is the newest MCO and will utilize the same Pharmacy Benefits Manager (Gainwell Technologies) as FFS Medicaid. Pharmacy claims to Humana Healthy Horizons should be submitted online at point of sale (POS) to Gainwell Technologies.** The billing information for Humana Healthy Horizons is listed in the chart below.

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BIN	610514
PCN	LOUIPROD
GROUP ID	HUMANA

The BIN and PCN are the same as FFS billing, 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.

Medicaid ID card

Louisiana Medicaid recipients receive a Louisiana Medicaid Eligibility Card (MEC), which contains the FFS/Legacy processing information. See below:



If the recipient is enrolled in a Healthy Louisiana plan, they will also receive a card from their plan. The recipient should show both cards when they visit the doctor or pharmacy.

Unsure of which MCO to submit claims?

The Louisiana Medicaid Eligibility Card can be used to determine the recipient's plan coverage. If you

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process a pharmacy claim using the information on the Louisiana Medicaid Eligibility card for a recipient that is not FFS/Legacy or Humana, the pharmacy will receive EOB reject code **507**, which is linked to NCPDP Reject Code M1. Depending on which MCO the recipient is linked to, EOB 507 will be returned with one of the following messages:

- **PLEASE BILL: AETNA/CVS HEALTH, USE BIN 610591, PCN ADV, GRP RX8834, MEDICAID OR PLAN ID, OR CALL 1-855-364-2977**
- **PLEASE BILL: ACLA/PERFORMRX USE BIN 019595, PCN 06030000, MEDICAID ID OR PLAN ID, OR CALL 1-800-684-5502**
- **PLEASE BILL: HEALTHY BLUE/CVS, USE BIN 020107, PCN FG, GRP WKLA, MEDICAID ID OR PLAN ID, OR CALL 1-833-236-6194**
- **PLEASE BILL: LHCC/CVS CAREMARK USE BIN 004336, PCN MCAIDADV, GRP RX5444, MCAID OR PLAN ID OR CALL 1-800-311-0543**
- **PLEASE BILL: UHC/OPTUM RX, USE BIN 610494, PCN 9999, GRP ACULA, MEDICAID ID OR PLAN ID, OR CALL 1-866-328-3108**

e-MEVS

The Medicaid Eligibility Verification System (MEVS) is an electronic system used to verify recipient Medicaid eligibility including health plan linkages. An eligibility request can be entered via <https://www.lamedicaid.com/account/login.aspx> for an individual recipient and the Medicaid eligibility profile for that individual will be returned on a web page response.

To ensure the security of recipient and provider information, the Provider Applications Area is a secure portal and is available to Louisiana Medicaid providers only. It is the responsibility of each Medicaid provider to register and obtain a login and password for this area of this website to access the applications that are contained therein.

Help desk for recipient information

If there is an issue with the Louisiana Medicaid eligibility card, the pharmacy or recipient may contact the Pharmacy Help Desk at (800) 437-9101. Please make sure you have the recipient's name, date of birth and social security number or Medicaid ID number available.