

# PHARMACY FACTS

## Program Updates from Louisiana Medicaid

May 9, 2019

On May 1, 2019, Medicaid Pharmacy implemented several initiatives:

- All providers: A Single Preferred Drug List (PDL) is now used across managed care organizations (MCO) and Fee-for-Service Medicaid (FFS).
- FFS and MCO-enrolled local pharmacy providers:
  - Ingredient cost reimbursement changed to National Average Drug Acquisition Cost (NADAC).
  - The professional dispensing fee increased to \$10.99.
- All pharmacy providers:
  - AmeriHealth Caritas (ACLA) has a new claims processor [new RXBIN: 019595].
  - Healthy Blue (HB) changed its pharmacy benefit manager to IngenioRx [new RXBIN: 020107, RXPCN: FG, RXGRP: WKLA].

### Single PDL

Overall, the implementation of the Single PDL went smoothly thanks to multiple productive conversations with diverse stakeholders; provider and member advance notices sent by MCOs; and efforts by MCO pharmacy staff, LDH pharmacy staff, and University of Louisiana at Monroe (ULM) pharmacy staff.

The Single PDL is posted at <http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>. Please review to determine the status of a drug (preferred vs. non-preferred).

A cover page has been added to the PDL that includes useful information in response to inquiries that have been received.

For specific drugs and/or National Drug Code and processing issues, the provider should contact the recipient's plan.

<b>Legacy Medicaid or Fee-for-Service</b> FFS Processing Questions	Pharmacy Recipient Help Desk: 1-800-437-9101 Pharmacy Provider Help Desk: 1-800-648-0790
<b>Aetna Better Health</b> Claims/Billing Issues	CVS Health Pharmacy Help Desk: 1-855-364-2977
<b>AmeriHealth Caritas</b> Claims/Billing Issues	PerformRx: 1-800-684-5502
<b>Healthy Blue</b> Claims/Billing Issues	Pharmacy Help Desk: 1-833-236-6194
<b>Louisiana Healthcare Connections</b> Claims/Billing Issues	CVS Caremark Pharmacy Help Desk: 1-800-311-0543
<b>United Healthcare Community Plan</b> Claims/Billing Issues	OptumRx: 1-866-328-3108

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Diabetic supplies are not included on the Single PDL; therefore, each MCO may have different preferred products.

### **NADAC and professional dispensing fee**

Although the professional dispensing fee and NADAC changes are only applicable to FFS Medicaid, MCOs are mandated through legislation to reimburse local pharmacies at the FFS rate. The provider fee requirement remains unchanged.

Since NADAC is a national pricing rate, the state does not have input on the rates or rate development. There is a NADAC Help Desk rate review form. This form, along with other helpful information, is available at <https://www.medicaid.gov/medicaid/prescription-drugs/retail-price-survey/index.html>.

### **Provider Outreach**

As we continue our efforts to notify providers (pharmacy and prescribers) of Medicaid pharmacy changes on a timely basis, we want to make sure we are reaching as many providers as possible. Please send pharmacy fax numbers and/or email addresses of colleagues to [Roderick.Anderson@la.gov](mailto:Roderick.Anderson@la.gov) to ensure our outreach is effective. Chain pharmacies are welcome to send each store's contact information.

### **Copay**

Copayment changes were implemented on April 1, 2019. For details, please refer to the provider notice at: [https://www.lamedicaid.com/provweb1/Pharmacy/FFS and MCO Assessment of Updated Pharmacy Copayments 3-28-19.pdf](https://www.lamedicaid.com/provweb1/Pharmacy/FFS_and_MCO_Assessment_of_Updated_Pharmacy_Copayments_3-28-19.pdf)

If a recipient has questions or thinks they have reached the maximum copayment threshold, the recipient may call the FFS help desk at 1-800-437-9101.

### **Medicaid recipients urged to respond to eligibility letters**

To prevent potential loss of Medicaid healthcare coverage, including pharmacy benefits, LDH is urging all Medicaid recipients to respond to any mailing they receive from the Department about their coverage. Because Medicaid coverage requires an annual renewal, approximately 125,000 people receive letters each month. The renewal letters direct Medicaid members to renew either [online](#) or by phone.