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State of Louisiana

Louisiana Department of Health

Bureau of Health Services Financing

MEMORANDUM

DATE: July 20, 2026

TO: All Louisiana Medicaid Prescribing Providers and Pharmacists

FROM: Seth Gold, Medicaid Executive Director Initial
SG

SUBJECT: Tropical Storm Bertha Information for Medicaid Pharmacy

In anticipation of Tropical Storm Bertha and its potential impact on Louisiana communities, Louisiana Medicaid is implementing temporary pharmacy claim adjustments to help ensure beneficiaries maintain access to necessary medications.

Pharmacy claim edits will be adjusted for beneficiaries residing in all parishes.

Emergency Prescription Procedures for Medicaid Beneficiaries

To support continuity of care during the storm, the early refill edit will be temporarily waived for Fee-for-Service (FFS) and Managed Care Organization (MCO) pharmacy claims through July 28, 2026. This flexibility will allow beneficiaries to refill essential medications before their current supply is exhausted.

Additionally, all previously approved prior authorizations for FFS and MCO pharmacy claims will be automatically extended through July 28, 2026.

Please note that these emergency flexibilities do not apply to controlled substances. Early refill overrides and prior authorization extensions for controlled substances will not be waived and will continue to follow existing program requirements.

Louisiana Medicaid will continue to monitor the situation and provide updates as necessary to support beneficiaries and providers during the emergency.

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Additional Information:

If you have questions about the content of this memo, you may contact the FFS pharmacy help desk by phone at (800) 437-9101.

FFS pharmacy claims should be submitted to Gainwell Technologies. MCO pharmacy claims should be submitted to the appropriate PBM.

If you have questions about pharmacy claims billing, you may contact the appropriate MCO at their pharmacy help desk listed in the chart below.

Health Plan	PBM	Provider Claims/Billing Issues
Aetna Better Health	CVS Caremark	1(855) 364-2977
AmeriHealth Caritas	PerformRx	1(800) 684-5502
Healthy Blue	Carelon RX (MCO) Carrier Name: VOYRX-LA Medicaid	1(833)-485-6236
Humana	Humana Pharmacy Solutions Inc.	1(833) 252-1677
Louisiana Healthcare Connections	Express Scripts	1(833) 750-4451

Please forward this notice to other providers to assist with notification. Your continued cooperation and support of the Louisiana Medicaid Program efforts to coordinate care and improve health are greatly appreciated.

SY/SF/RB/GJS

cc:

Gainwell Technologies
 Healthy Louisiana MCOs
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