



## State of Louisiana

Louisiana Department of Health  
Bureau of Health Services Financing

### MEMORANDUM

**DATE:** July 11, 2019

**TO:** All Louisiana Medicaid Providers

**FROM:** *Jen Steele* Jen Steele, Medicaid Director *Jen Steele*

**SUBJECT:** July 2019 Tropical Storm Barry Information for Medicaid Pharmacy

On July 10, 2019, Governor John Bel Edwards declared a state of emergency for Tropical Storm Barry which is expected to make landfall along the gulf coast on Saturday, July 13, 2019. As a result of the gubernatorial emergency declaration, the required emergency measures should be taken for pharmacy services in the following parishes: **Jefferson and Plaquemines**, and additional parishes that may be added in the future.

#### Pharmacists Authority to Dispense Prescriptions in an Emergency

The Louisiana Board of Pharmacy reminded pharmacists about Section 519 of the Board's rules, titled *State of Emergency* that has been activated and is now in effect. This rule is automatically activated whenever the Governor of Louisiana declares and/or renews a state of emergency for some or all of the parishes of Louisiana.

The rule states, in part:

*"1. A pharmacist may work in the affected parish(es) and may dispense a one-time emergency prescription of up to a thirty day supply of a prescribed medication if: (a) in the pharmacist's professional opinion the medication is essential to the maintenance of life or to the continuation of therapy, and (b) the pharmacist makes a good faith effort to reduce the information to a written prescription marked "Emergency Prescription", then file and maintain the prescription as required by law."*

The above is noted to instruct pharmacists of prescription regulations during a time of emergency. This applies to all patients, regardless of whether they have public or private health insurance coverage or are uninsured. Reimbursement for the prescription is not addressed by this regulation.

#### Procedures for Emergency Prescriptions Claims for Medicaid Recipients

Fee for Service (FFS) and the managed care organizations (MCOs) have the following instructions per plan to process necessary prescription overrides:

<b>Plan/Pharmacy Help Desk Numbers</b>	<b>Early Refill/Refill too soon</b>	<b>Prior Authorization</b>
<b>Aetna (855) 364-2977</b>	Bypass	Bypass except for controlled and specialty drugs
<b>Healthy Blue (833) 236 6194</b>	Allow pharmacist to override by entering SCC Code 13 in NCPDP field 420-DK (Submission Clarification Code)	
<b>AmeriHealth Caritas (800) 684-5502</b>	Bypass	Bypass except for controlled and specialty drugs
<b>Louisiana Healthcare Connections (888) 929-3790</b>	Bypass	Bypass except for controlled and specialty drugs
<b>United HealthCare (866) 328-3108</b>	Allow pharmacist override by entering a Submission Clarification Code of "13"	Bypass except for controlled and specialty drugs
<b>Fee for Service (800) 437-9101</b>	<p>Pharmacist override utilizing the codes below:</p> <ul style="list-style-type: none"> <li>• <b>NCPDP 439-E4</b> (Reason for Service Code) <b>ID:</b> Ingredient Duplication (for different pharmacy) <b>ER:</b> Overuse/Early Refill (for same pharmacy)</li> <li>• <b>NCPDP 440-E5</b> (Professional Service Code) <b>M0:</b> Prescriber Consulted <b>P0:</b> Patient Consulted <b>R0:</b> Pharmacist Consulted other source</li> <li>• <b>NCPDP 441-E6</b> (Result of Service Code) <b>1A:</b> Filled as is, False positive <b>1B:</b> Filled prescription as is <b>1C:</b> Filled with different Dose <b>1D:</b> Filled with different Directions <b>1E:</b> Filled with different Drug <b>1F:</b> Filled with different Quantity <b>1G:</b> Filled with Prescriber approval</li> </ul>	Bypass except for controlled and/or specialty drugs

The MCO and FFS procedures are limited to recipients residing in the following parishes:  
**Jefferson and Plaquemines.**

Eligibility and Drug Utilization Data for Medicaid Recipients

Pharmacists may access the Louisiana Medicaid website at [www.lamedicaid.com](http://www.lamedicaid.com). This website is a useful tool to access information regarding recipients, prescribing provider numbers and clinical data. To gain access to the website, providers should follow directions on the website. Providers should obtain a log-in ID and password. Detailed instructions are at [www.lamedicaid.com](http://www.lamedicaid.com), then "Provider web account registration instructions" or at this link:

[http://www.lamedicaid.com/provweb1/Provweb\\_Enroll/Web\\_Registration.pdf](http://www.lamedicaid.com/provweb1/Provweb_Enroll/Web_Registration.pdf),

- Providers are able to access the Medicaid Eligibility Verification System (MEVS) to verify recipient eligibility. Go to Provider Log-In on [www.lamedicaid.com](http://www.lamedicaid.com), enter Medicaid ID or NPI then enter Log-In ID and password. Go to Medicaid Eligibility Verification System, and then enter the recipient's name and date of birth or social security number.
- Providers may access recipient pharmacy claim history for both FFS and MCOs through the electronic Clinical Data Inquiry (e-CDI). Go to Provider Log-In on [www.lamedicaid.com](http://www.lamedicaid.com), enter Medicaid ID or NPI then enter Log-In ID and password. Go to Electronic Clinical Data Inquiry, enter recipient ID and date of birth, find recipient, then clinical drug inquiry.

Pharmacy providers may contact the ULM Prior Authorization Call Center (866) 730-4357 for assistance with recipient drug history. The call center is open Monday-Saturday 8am-6pm. The following information would be appreciated:

- Name;
- Date of birth;
- Recipient identification number, and/or social security number.

Your continued cooperation and support of the Louisiana Medicaid Program efforts to coordinate care and improve health are greatly appreciated.

JS/MBW/ESF

c: Marcus Bachhuber  
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