

*****Pharmacy Notice*****

Magellan Medicaid Administration (MMA)

**Louisiana Medicaid Single Managed Care Organization
(MCO) Pharmacy Benefits Manager (PBM)**

***** Claims Processing System *****

May 8, 2024

Claims Processing System

Pharmacy Providers,

We wanted to make you aware of an issue with our claims processing system that occurred this morning, 5/8/24. From 8:19am-8:31 am CST, all pharmacy claims were rejected. The issue has now been resolved and claims are processing appropriately as of 8:32 am CST. If pharmacies received rejected claims during this time period, claims may be reprocessed at this time.

Please let us know if you have any questions.

Thank you,

Magellan Medicaid Administration