

**\*\*\*Pharmacy Notice\*\*\***  
**Prime Therapeutics (Prime)**  
**Louisiana Medicaid Single Managed Care Organization**  
**(MCO) Pharmacy Benefits Manager (PBM)**  
**\*\*Pharmacy/Prescriber Lock-In Change Procedures\*\***

**January 27, 2025**

**Pharmacy Reminder:**

Louisiana Medicaid beneficiaries with pharmacy lock-in restrictions may have a primary care physician and up to three (3) specialists, as well as a regular pharmacy provider and one (1) specialty pharmacy provider.

Prime Therapeutics and the Louisiana Medicaid Managed Care Organizations want to remind pharmacy providers of appropriate parties to contact in case of pharmacy lock-in emergencies.

**Emergency Lock-in Overrides (with Prime Therapeutics)**

Circumstances may arise where it is necessary for a pharmacy to grant services for a lock-in Beneficiary when the provider is not the chosen lock-in provider (*i.e. designated pharmacy is closed, designated pharmacy does not have required medication in stock, etc*).

- Claims that deny for Lock-In can be overridden by entering a Level of Service NCPDP Field ID: 418-DI '3 – Emergency'.
- Lock-In emergency overrides will be limited to 1 override per drug strength, per 30 days.
- Emergency fills are subject to audit and regular review.
- Any questions or concerns regarding emergency situations should be directed to Prime Therapeutics at 1-800-424-1664.

**Permanent Lock-in Changes (with Beneficiary's Health Plan)**

Circumstances may arise where permanent lock-in changes are necessary (*i.e. the beneficiary has relocated, the prescriber's office moves, etc*)

- Permanent lock-in changes must be directed to the beneficiary's individual health plan, not Prime Therapeutics.
- The beneficiary should be instructed to call the number on the back of their ID card to inquire about permanent lock-in updates.

For Additional Information, please reference the Louisiana Single PBM for Managed Care Program – Provider Manual, Section 4.10 Pharmacy and Prescriber Lock-In and Section 6.2.1 Emergency Lock-in Overrides

Thank you,

Prime Therapeutics State Government Solutions LLC

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