


Jeff Landry  
GOVERNOR



Michael Harrington, MBA, MA  
SECRETARY

**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**MEMORANDUM**

**DATE:** September 9, 2024  
**TO:** All Louisiana Medicaid Providers  
**FROM:** Kim Sullivan, Medicaid Executive Director <sup>DS</sup>  
**SUBJECT:** August 2024 Tropical Storm Francine Information for Medicaid Pharmacy

On September 9, 2024, Governor Jeff Landry declared a state of emergency for Tropical Storm Francine, as significant impact to the state is expected. Due to continued effects of the storm, pharmacy claim edits will be adjusted as follows in all parishes statewide.

**Procedures for Emergency Prescriptions Claims for Medicaid Beneficiaries**

The early refill edit will be bypassed for Fee for Service (FFS) and the managed care organizations (MCOs) pharmacy claims in all parishes statewide through September 20, 2024.

All prior authorizations for Fee for Service (FFS) and the managed care organizations (MCOs) for pharmacy claims for recipients residing in all parishes statewide will be bypassed through September 20, 2024.

The early refill and prior authorization bypasses **will not** include controlled substances or specialty medications.

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

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

Healthcare Provider	Pharmacy Help Desk	Pharmacy Help Desk Phone Number
Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, UnitedHealthcare	Magellan	(800) 424-1664
Fee for Service	Gainwell Technologies	(800) 648-0790

**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 under Provider Tools 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.

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