

Pharmacy Notice

Magellan Medicaid Administration (MMA)

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

May 9, 2024

We wanted to make you aware of some internal claims reprocessing that may have affected your most recent check.

Louisiana Department of Health (LDH) increased the dispensing fee for local pharmacies from \$10.99 to \$11.81. The requested change was implemented in Magellan's adjudication system on 12/20/23 and the change was made retroactive to 10/1/23.

LDH requested that MMA reprocess claims for local pharmacies from 10/28/2023 to 12/20/2023 to ensure pharmacies were reimbursed the new dispensing fee.

MMA identified 526 pharmacies and over 1.2 million claims that needed to be reprocessed due to the change in dispensing fee.

Due to the high volume of claims to be reprocessed, MMA completed the recycling of claims over a period of weeks. All claims have been reversed and resubmitted resulting in a paid claim as of 5/2/24.

Upon attempting to resubmit claims, there were a number of claims that initially rejected and had to be reprocessed manually. This may have resulted in the reversal and resubmission of claims being on a different day. If these days were in a different payment cycle, then the reversal and resubmission would be on different checks. When a pharmacy does not have enough paid claims to offset the reversals on their remittance, it will result in a zero-dollar check.

We apologize for the inconvenience this may have caused to your pharmacy. If you have further questions, please contact providerrelations@primetherapeutics.com