



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

**MEMORANDUM**

**DATE:** May 2, 2024  
**TO:** All Louisiana Medicaid Prescribing Providers and Pharmacists  
**FROM:** Kimberly Sullivan, Medicaid Executive Director *KCS*  
**SUBJECT:** Louisiana Medicaid Pharmacy Reimbursement Policy

The Louisiana Medicaid Pharmacy Program would like to remind providers about the reimbursement policy for pharmacy providers, who serve Medicaid beneficiaries. The reimbursement policy applies to Medicaid beneficiaries enrolled in FFS and Managed Care Organizations (Aetna, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare).

A stocking fee or any additional charge other than copay(s) by the pharmacy to the beneficiary is not allowed for Louisiana Medicaid pharmacy claims. The Louisiana Medicaid beneficiary may be charged a **copayment only, unless the beneficiary is copayment exempt or receiving a copayment exempt medication** (i.e. flu vaccine).

**Pharmacy Benefits Management Services Manual**

“In accordance with 42 CFR 447.15, the provider may not deny services to any eligible individual on account of the individual’s inability to pay the co-payment amount. The beneficiary’s assertion of his/her inability to pay the co-payment establishes the inability. Under 42 CFR 447.15, this service statement does not apply to any individual who is able to pay, nor does an individual’s inability to pay eliminate his or her liability for the co-payment.”

‘By participation in the Pharmacy Program, providers have agreed to accept, as payment in full, the amounts paid by the agency plus any deductible, co-insurance or co-payment.’

**Additional Information:**

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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FFS pharmacy claims should be submitted to Gainwell Technologies. MCO pharmacy claims should be submitted to Magellan.

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

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

Please forward this notice to other providers to assist with notification. Your continued cooperation and support of the Louisiana Medicaid Program efforts to coordinate care and improve health are greatly appreciated.

KS/MBW/GJS

c: Healthy Louisiana Plans  
Melwyn B. Wendt  
Gainwell Technologies  
Magellan