

# **Louisiana Single Pharmacy Benefit Manager for Managed Care Program – Provider Manual**

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

## Revision History

Date	New Version #	Made By	Description of Change
07/31/2023	0.1	Heather Bonneville	Initial creation
		Ashley Sipes/Anita Martin	Peer Review/Document Review
		Bridgette Devine	Doc Mgmt. Review
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8/28/2023	0.3	Bridgette Devine	Accepted previous track changes and made updates to Sections 4.7.2 and 6.3.2 per request from LDH.
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10/26/2023		Bridgette Devine	Doc Mgmt. Review
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5/20/2024	1.4	Rosalind Borders	<p>Section 4.1 Plan Copays</p> <p>Section 6.2 Emergency Supply Overrides</p> <p>Section 12.3.1 Audit Purpose and Policy</p> <p>Section 12.4.6 Review of Claim Submissions</p> <p>Section 12.4.7 Insulin and Diabetic Supplies</p> <p>Section 12.4.16 Inappropriate Billing Practices / Violations</p>
6/3/2024	1.4	Tiffany Mosley	<p>Section 4.9 Dispense as Written Requirements. Updated chart on DAW1 and DAW5 will now bypass edits. Removed: removed “all edits will still apply” Added: “When the brand is non-preferred and the prescriber has determined it to be medically necessary, “Brand medically necessary” or “Brand necessary” must be written on the prescription in the prescriber’s handwriting or noted via an electronic prescription and the pharmacist enters “1” in the DAW field 408-D8.”</p>
6/26/2024	1.4	Tiffany Mosley	<p>Updated Section 5.4.2 to include E9 rejection code and error message below: When submitting a value in the Provider ID Qualifier Field 465-EY there must be a corresponding value in Provider ID field 444-E9. If incorrect, please remove data from both fields.</p>
7/12/2024	1.4	Tiffany Mosley	<p>Updated Section 4.1 Plan Co-Pays. Added additional tier: Medication Cost - \$5.00 or less Copay - \$0.00</p>

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7/17/2024	1.4	Tiffany Mosley	Updated Section 3.4 Paper Claims: Added the following: The member must have requested reimbursement with the MCO within 30 calendar days from the date on the welcome letter.
7/18/2024	1.4	Tiffany Mosley	Updated Section 4.9 Dispense as Written Requirements: Removed "Claims submitted for generic products, where the brand is preferred will deny with NCPDP EC 606– Brand Drug/Specific Labeler Code Required with the additional message "Brand product preferred".
7/18/2024	1.4	Tiffany Mosley	Updated Section 5.4.6 Oral Treatments for Covid-19 to include: Paxlovid™ (approved via EUA) (nirmatrelvir tablets; ritonavir tablets):: 12 years and older Paxlovid™ (approved via NDA) (nirmatrelvir tablets; ritonavir tablets):: 18 years and older
7/23/2024	1.4	Tiffany Mosley	Updated Section 16 Appendix C – Cost Ceiling Exceptions list. Added the following drug codes: HSN: 049283 Description: Agamree (Vamorolone)  HSN: 046765 Description: Evrysdi (Risdiplam)
7/23/2024	1.4	Tiffany Mosley	Updated Section 5.4.4 COVID-19 Vaccine Dosages and Covered NDCs (ages 12 years and older): Added the following Pfizer NDCs: NDC: 00069237701 NDC: 00069237710

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			Section 5.4.6 Oral Treatment for COVID-19 – Removed: Co-pays do not apply to claims submitted for COVID-19 oral therapy.
			Section 4.1.1 Co-pay Exemptions – Removed the following bullet: <ul style="list-style-type: none"> <li>Covid-19 Treatments and OTC at-home COVID tests.</li> </ul>
			Section 5.4.5 At-Home OTC COVID-19 Tests. Updated section: Effective October 1, 2024, COVID-19 tests are no longer covered.
			Section 5.4.7 At-Home OTC COVID-19 Tests. Updated section: Effective October 1, 2024, COVID-19 tests are no longer covered.
			Section 6.3.2 ProDUR Overrides. Updated section to include: Effective October 1, 2024, GLP-1s therapeutic duplication can no longer be overridden at POS. If a therapeutic duplication override is needed, the prescriber must complete a prior authorization justifying the need for prescribing GLP-1 agonists outside of these limits.  Added: Effective September 5, 2024, GLP-1s high dose can no longer be overridden at POS. If a high dose override is needed, the prescriber must complete a PA justifying the

Date	New Version #	Made By	Description of Change
			need for prescribing GLP-1 agonists outside of these limits.
			Section 6.3.2 ProDUR Overrides. Updated section to incl
			Section 6.1 Prior Authorizations. Updated section to include: Physician Administered Drugs (PAD) will no longer be paid through the pharmacy benefit effective September 1, 2024. Please submit the prior authorization request to the member's MCO Plan. Please see full listing of PAD drugs on our portal.
10/15/2024	1.5	Bridgette Devine	Updated branding
1/3/2025	1.5	Tiffany Mosley	Section 4.3.2 Cost Ceiling Updated section to include: \$150 cost exceeds max for multi-vitamins
1/9/2025	1.5	Tiffany Mosley	18.0 Appendix E Age Limits: Removed "or applicable DUR code(s) being entered at POS" Quantity Limits: Removed "applicable DUR code(s)"
1/9/2025	1.5	Tiffany Mosley	5.4.5 Oral Treatment for COVID-19 Paxlovid – NCPDP Field Requirements: Removed second row "Prescriptions for Paxlovid only, initiated by the pharmacy should be submitted using the Pharmacist's Type 1 NPI in this field and a Prescription Origin Code (NCPDP Field ID: 419-DJ) of '5-Pharmacy'"

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2/25/2025	1.5	Tiffany Mosley	Added Section 5.1.2 Age Limits
2/27/2025	1.5	Tiffany Mosley	Section 4.3.2 Cost Ceiling Updated section to include: Iron Preparations
3/28/2025	1.6	Tiffany Mosley	Section 5.1.2 Age Limits  Removed: Currently, if a pharmacy claim submitted hits one of these edits, it will reject and allow for the pharmacist to override at POS if the dosage is verified as appropriate with the prescriber.
3/28/2025	1.6	Tiffany Mosley	16.0 Appendix C – Cost Ceiling Exceptions Added the following: Winrevair HSN: 049475 Otezla HSN: 040967
3/31/2025	1.6	Tiffany Mosley	Section 6.3.2 ProDUR Overrides Added the following sentence: Select therapeutic duplication may be driven at POS.
3/31/2025	1.6	Tiffany Mosley	18.0 Appendix E – Point-of-Sale Edits and Overrides Added the following sentence: Select therapeutic duplication may be driven at POS.
4/9/2025	1.6	Tiffany Mosley	Added Section 4.4.1 Louisiana Medicaid Pharmacy Auto-refill Policy
6/30/2025	1.6	Tiffany Mosley	16.0 Appendix C – Cost Ceiling Exceptions Added the following: Bimzeln HSN: 047629





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## 1.0 Introduction

Prime Therapeutics State Government Solutions LLC (Prime) is the single Pharmacy Benefits Manager (PBM) for the Louisiana Department of Health (LDH) Medicaid Managed Care Program. The program includes six Managed Care Organizations (MCOs), and all claims will follow the policies outlined in this manual. The Health Plans are:

- [Aetna Better Health of Louisiana](#)
- [AmeriHealth Caritas Louisiana, Inc](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons in Louisiana](#)
- [Louisiana Healthcare Connections](#)
- [UnitedHealthcare Community Plan](#)

As the PBM, Prime will administer the Point-of-Sale (POS) system to process Medicaid MCO pharmacy claim transactions. The POS system will accept pharmacy transactions in the National Council for Prescription Drug Programs (NCPDP) standardized version D.0; lower versions will not be accepted.

After submission, Prime will respond to the pharmacy provider with information about client eligibility, the plan-allowed total amount paid, applicable Prospective Drug Utilization Review (ProDUR) messages, and applicable rejection messages. ProDUR messages will be returned in the DUR response fields. Other important related information will appear in the free-form message area.

All arrangements with switching companies and software vendors should be handled directly by the provider with their preferred vendor.

Failure to comply with Prime's terms and conditions, including, but not limited to, those described in this manual, as revised, may result in full or partial financial recoupment or, with LDH approval, payment suspension, termination of participation in the Louisiana Medicaid MCO network, termination of the Agreement, and other remediation actions, as determined by Prime and permitted by applicable law.

## 1.1 Louisiana Medicaid Managed Care Pharmacy Program

This manual provides claims submission guidelines for the Louisiana Medicaid Managed Care Pharmacy Program administered by Prime. This manual is incorporated into the *Prime Participating Pharmacy Agreement*. All network pharmacies must comply with the terms and conditions of this manual, as revised, in providing Prescription Drug Services pursuant to such an Agreement.

Important plan coverage and reimbursement policies are available in this *Prime Single Pharmacy Benefit Manager for Managed Care Program – Provider Manual*. The Prime website contains a link to this document. Subsequent revisions to this document are available on the Prime Louisiana Medicaid MCO web portal at <https://www.lamcopbmpharmacy.com>.

Additional Louisiana Medicaid state policy information, including Fee-For-Service policies can be found at <https://ldh.la.gov/page/1328>.

## 2.0 Prime Services Support Centers

Prime has a Pharmacy Support Center (PSC), Clinical Support Center (CSC), and Web Support Center to assist pharmacies, prescribers, and Beneficiaries. For additional contact information for MCO and provider relations, please refer to *Section 15.0 Appendix A- Directory*.

Provider Services	Phone Number/Email/Web Address	Availability/Comments
Prime Pharmacy Call Center (will connect callers to both the PSC & CSC)	1-800-424-1664	Monday–Friday 7:00am to 7:00pm CT After-hours support is available 24 hours a day, 7 days a week
Prime Pharmacy Call Center Fax Line	1-800-424-7402	Monday–Friday 7:00am to 7:00pm CT After-hours support is available 24 hours a day, 7 days a week
Prime LA MCO Web Portal	1-800-424-1664 <a href="https://www.lamcopbmpharmacy.com">https://www.lamcopbmpharmacy.com</a>	Monday–Friday 7:00am to 7:00pm CT
Louisiana Department of Health Provider Enrollment	1-833-641-2140 <a href="https://ldh.la.gov/page/4125">https://ldh.la.gov/page/4125</a>	Monday–Friday 8:00 a.m. to 5:00 p.m. CT

## 2.1 Pharmacy and Clinical Support Centers

Prime provides a toll-free number for pharmacies available 7 days a week, 24 hours a day, and 365 days a year responding to questions on coverage, claims processing, and plan eligibility. Examples of concerns/issues addressed by the staff include:

- **Questions on Medicaid MCO Pharmacy Claims Processing Messages** – It is important to contact the PSC at the time of dispensing if a pharmacy needs assistance with alert or denial messages. Prime's staff are able to provide claim information on all error messages, including ProDUR messaging.
- **Clinical Issues** – To address these situations, the CSC will provide assistance with initiating clinical Prior Authorizations (PAs). A second level of assistance is available if a pharmacist's question requires a clinical response. The CSC is not intended to be a clinical consulting service and cannot replace or supplement the professional judgment of the dispensing pharmacist.

## 2.2 Prime Website Pharmacy Portal

Announcements, provider forms, drug information, *Louisiana Medicaid Managed Care Provider Manual*, policies, and bulletins will be posted on the Prime Louisiana Medicaid MCO web portal, <https://www.lamcopbmpharmacy.com>. The pharmacy portal also hosts a searchable PDL and a pharmacy provider finder.

## 3.0 Program Setup

### 3.1 Beneficiary Identification Card

An ID card will show coverage for the eligible Beneficiary only. A Beneficiary's MCO will be responsible for providing ID Cards. Per the standard NCPDP, the ID card will contain the following for pharmacy claim billing:

- RxBIN
- RxPCN
- RxGRP
- Issuer (80840)
- Beneficiary ID
- Beneficiary Name
- Issue Date
- Other required information and instructions a pharmacy needs to accurately submit claims, including the Pharmacy Call Center phone numbers, etc.

Examples for each MCO Beneficiary ID Card can be found in *Section 15.0 [Appendix B](#)* of this document.

## 3.2 Claim Formats

Prime will accept claim submission by POS as well as mailed paper claims for the Louisiana Medicaid Managed Care Program. Batch claims are only allowed as needed for unique situations. The following standard formats are accepted:

Billing Media	NCPDP Version	Accepted - Yes/No Comments
POS	NCPDP D.0	Accepted • Up to four claims per transmission
Provider Submitted Paper	Universal Claim Form (UCF)	Accepted
Beneficiary Submitted Paper		Accepted for scenarios regarding retrospective eligibility only.
Batch	NCPDP Batch 1.2	Accepted as needed for unique situations

## 3.3 Point of Sale – NCPDP Version D.0

As part of claims processing, Prime uses an online POS system to provide submitters with real-time online information on the following:

- Beneficiary eligibility
- Claim status
- Drug coverage
- Dispensing limits
- Pricing
- Payment information
- ProDUR

The POS system is used in conjunction with a pharmacy's in-house operating system. While there are a variety of different pharmacy operating systems, the information contained in this manual specifies only the response messages related to the interactions with the Prime online system and not the technical operation of a pharmacy's in-house-specific system. Pharmacies should check with their software vendors to ensure that their system is able to process in accordance with the payer specifications sheet.



### 3.3.1 Supported POS Transaction Types

A pharmacy's ability to use these transaction types depends on its software. At a minimum, pharmacies should have the capability to submit original claims (B1), reversals (B2), and re-bills (B3). Other transactions listed in the table below are also supported.

- **Original Claims Adjudication (B1)** – This transaction type captures and processes the claim and returns the dollar amount allowed under the program's reimbursement formula. The B1 transaction is the prevalent transaction used by pharmacies.
- **Claims Reversal (B2)** – This transaction type is used by a pharmacy to cancel a claim that was previously processed. To submit a reversal, a pharmacy must void a claim that has received a PAID status and select the REVERSAL (Void) option in its computer system.
- **Claims Re-Bill (B3)** – This transaction is used by the pharmacy to adjust and resubmit a claim that has received a PAID status. A "claim re-bill" voids the original claim and resubmits the claim within a single transaction. The B3 claim is identical in format to the B1 claim with the only difference being that the transaction code (Field # 103) is equal to B3.
- The following fields must match the original paid claim for a successful transmission of a B2 (Reversal) or B3 (Re-bill):
  - Service provider ID – National Provider Identifier (NPI) number
  - Prescription number
  - Date of service (date filled)
  - National Drug Code (NDC)

NCPDP Version D.0 Transaction Types Supported	
NCPDP D.0 Transaction Code	Transaction Name
B1	Billing
B2	Reversal
B3	Re-bill
E1	Eligibility Verification

### 3.3.2 Required Data Elements

A software vendor needs Prime's payer specifications to set up a pharmacy's computer system to allow access to the required fields and to process claims. The Prime claims processing system has program-specific field requirements (e.g., Mandatory, Situational, and Not Required). The table below lists abbreviations that are used throughout the payer specifications to depict field requirements. For additional information, refer to the *Payer Specification* document on the Prime LA MCO Web Portal.

Definitions of Field Requirements Indicators Used in Payer Specifications	
Code	Description
M	MANDATORY Designated as MANDATORY in accordance with the <i>NCPDP Telecommunication Implementation Guide Version D.0</i> . The fields must be sent if the segment is required for the transaction.
R	REQUIRED Fields with this designation according to this program's specifications must be sent if the segment is required for the transaction.
RW	QUALIFIED REQUIREMENT "Required when" the situations designated have qualifications for usage ("Required if x," "Not required if y").

**Claims are not processed without all the required (or mandatory) data elements, and claims are edited for valid format and valid values on fields that are not required.**

If data are sent in fields that are not required for processing as indicated by the payer specifications, the data are subjected to valid format/valid value checks. Failure to pass those checks will result in claim denials.

- **Required Segments** – The transaction types implemented by Prime have NCPDP-defined request formats or segments.
- **Payer Specifications** – A list of transaction types and their field requirements are available online at <https://lamcopbmpharmacy.com>. These specifications list B1 and B3 transaction types with their segments, fields, field requirement indicators (mandatory, situational, optional), and values supported by Prime.

- **Program Setup** – The table below lists required values unique to plan programs.

Important Required Values for Program Set Up		
Fields	Description	Comments
BIN#	025986	
Processor Control #	1214172240	
Group	LAMCOPBM	
Provider ID #	NPI	10 bytes (numeric)
Cardholder ID #	Cardholder ID	Up to 20 bytes (numeric)  <b>Note:</b> CCN, Medicaid ID, or MCO ID may be used.
Prescriber ID #	NPI	10 bytes (numeric)
Product Code	National Drug Code (NDC)	11 digits

## 3.4 Paper Claims

Providers are allowed to submit paper claims. Beneficiaries may also submit a request for reimbursement for scenarios regarding retrospective eligibility only. The member must have requested reimbursement with the MCO within 30 calendar days from the date on the welcome letter.

All paper claims must be submitted using the UCF. Please mail to:

Prime Rx Claims,  
Attn: LA MCO Paper Claims Department  
11013 W. Broad St., Suite 500  
Glen Allen, VA 23060

## 4.0 Program Specifications

### 4.1 Plan Co-Pays

The following table outlines the prescription co-payment schedule for Beneficiaries.

Co-Payment Schedule	
Monthly Income	Copay
When 5% of family's household monthly income is spent on copays	\$0
Medication Cost	Copay
\$5.00 or less	\$0.00
\$5.01 - 10.00	\$0.50
\$10.01 - \$25.00	\$1.00
\$25.01 - \$50.00	\$2.00
\$50.01 or more	\$3.00

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.

Providers shall not waive the beneficiary's co-payment liability.

The pharmacy provider shall collect a co-payment for each drug dispensed and covered by Medicaid excluding some pharmacy services/populations. This co-payment is NOT taxable. Providers should not collect tax on the co-payment.

Quantities dispensed by pharmacists shall not be adjusted to reflect the co-payment amounts paid by the beneficiary. 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.

In no event, including, but not limited to, non-payment by a Benefit Sponsor Payer for Prescription Drug Services rendered to Covered Persons by Pharmacy, insolvency of a Benefit Sponsor Payer, or breach by Prime of any term or condition of the Agreement, will Pharmacy bill, charge, collect a deposit from, seek compensation, remuneration or reimbursement from, or have any recourse against any Covered Person or persons acting on behalf of the Covered Person for Prescription Drug Services eligible for reimbursement under the Agreement. In the event that a discrepancy is found as a result of an audit or investigation and there is an impact

to Covered Person's copay or cost share, the Pharmacy must reimburse the Covered Person as directed in the findings report, consistent with applicable law.

In accordance with CFR 447.56, co-payments of Medicaid household members are not to exceed five percent of the family income.

Violators of this policy will be subject to penalty such as termination from the program for one year.

### 4.1.1 Co-Pay Exemptions

The following pharmacy services are exempt from co-pay:

- Family planning services and supplies;
- Emergency services;
- Preventive medications as designated by the U.S. Preventive Services Task Force A and B Recommendations (see [Section 5.2.1 – Preventive Care OTC Products](#) for additional information);
- Vaccines; and

The following populations are exempt from co-pay:

- Beneficiaries less than 21 years old;
- Pregnant women;
- LTC Beneficiaries;
- Hospice Beneficiaries;
- Native Americans;
- Alaska Natives;
- Women whose basis of Medicaid eligibility is breast or cervical cancer; and
- Beneficiaries with Home and Community based waiver eligibility.

## 4.2 Timely Filing Limits

Louisiana Medicaid Managed Care Pharmacy Providers are to submit all claims at the time of dispensing prescriptions. Claims that exceed the prescribed timely filing limit will deny and return *NCPDP error code – 81 “Timely Filing Exceeded.”*

- |                       |                              |                            |
|-----------------------|------------------------------|----------------------------|
| • POS Original Claims | (NCPDP transaction 01-04/B1) | 365 days                   |
| • POS Reversals       | (NCPDP transactions B2)      | 365 days from original DOS |
| • POS Re-bills        | (NCPDP transactions B3)      | 365 days from original DOS |

## 4.3 Dispensing Limits/Claim Restrictions

The Louisiana Medicaid Managed Care Program may have dispensing limits/claim restrictions. Refer to the *Louisiana Medicaid Single Preferred Drug List* (PDL) listed at <https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>.

In certain situations, when a pharmacy provider has communicated with the prescriber, overrides may be allowed at POS.

Please review the reject responses on the claim and contact the PSC at 1-800-424-1664 if further information is needed.

### 4.3.1 Dispensing Quantity Limitations

The following table provides information related to quantity and days' supply limitations.

Description	Additional Notes
Quantity Per Day and Days' Supply	Refer to the <a href="#">Louisiana Medicaid Single PDL</a> for additional information on drug/product specific quantity per day limitations.
Maximum Allowable Quantities	<ul style="list-style-type: none"><li>For a non-maintenance drug, a maximum of 1 month's supply (31 days) is allowed.</li><li>For a maintenance drug, a one month's supply, and <i>up to</i> a 90 days' supply is allowed.</li></ul>
Maintenance Medications	<ul style="list-style-type: none"><li>A dispensing fee will not be returned if a claim for a maintenance medication is dispensed for less than a 28-day supply.<ul style="list-style-type: none"><li>A dispensing fee submitted for less than a 28-day supply may be reimbursed, when the pharmacy consults with the prescriber to verify the necessity of the short fill (quantity less than 28 days' supply) and enters a SCC of '47 – Shortened Days' Supply Fill.</li><li>If the SCC is not entered, the claim will pay the ingredient cost, but not a dispensing fee, and will return the following message: <i>"One dispensing fee per 28 days for maintenance medications."</i></li></ul></li><li><b>Note:</b> If the product is on the <a href="#">Maintenance Drug List</a>, the drug/product may be dispensed up to a 90 days' supply.</li></ul>

### 4.3.2 Cost Ceiling

Effective October 28, 2023, Louisiana Medicaid Managed Care Program will implement a cost ceiling of \$5,000.00 on pharmacy claims.

Claims submitted for drugs/products that exceed the \$5,000.00 cost ceiling limitation will deny with *NCPDP EC 78 – Cost Exceeds Maximum*. Please refer to the specific reject response or contact the PSC at 1-800-424-1664 for assistance and potential override.

Exceptions to this limit are noted in *Section 16.0 [Appendix C](#)*.

Effective December 16, 2024, Louisiana Medicaid Managed Care Program will implement an oral multivitamins and iron preparations cost ceiling of \$150 on pharmacy claims. Claims for oral multivitamins and iron preparations exceeding the \$150 cost ceiling limitation should deny for NCPDP EC – 78 Cost Exceeds Maximum. Override Provisions would be available via the pharmacy call center, just as they exist now for the existing Cost Ceiling edit of \$5000 on pharmacy claims.

## 4.4 Refills

For non-controlled products and behavioral health products (including controlled behavioral health products), the system will automatically check for an increase in dose, and when an increase in dosage is detected, the system will not deny the current claim for early refill.

For controlled products (except for Opioids) the call center may assist in overriding this reject if one of the following circumstances exists:

- A change in dosage/therapy/frequency has occurred.
- Two strengths of the same drug are used to make a strength of the prescribed medication that is not currently manufactured.
- A Beneficiary has an active prescription (a prescription in which the days' supply has not expired) for a controlled product prescribed by the same provider

**Note:** The limitations below are applied to whichever is exceeded first.

Drug Schedule	Refill Limitations	Date to Rx Written Limitations	Comments
DEA Schedule 0	Original + 11 Refills <b>85%</b> of the previously dispensed days' supply must be exhausted before able to refill.	365 days from original Date Rx Written	Claims exceeding the refill limitation will deny with <i>NCPDP EC# 76 – Plan Limitations Exceeded</i> . Claims exceeding the Date to Rx Written limitation will deny with <i>NCPDP EC# M4 –</i>

Drug Schedule	Refill Limitations	Date to Rx Written Limitations	Comments
			<i>Prescription/Service Reference Number/Time Limit Exceeded.</i>
DEA Schedule 2	No refills allowed	90 days from original Date Rx Written	<p>Claims billed as a refill for a Schedule 2 product will deny with <i>NCPDP EC 73 – Refills Not Covered</i> and <i>NCPDP EC 76 – Plan Limitations Exceeded.</i></p> <p>Claims exceeding the Date to Rx Written limitation will deny with <i>NCPDP EC M4 – Prescription/Service Reference Number/Time Limit Exceeded.</i></p>
DEA Schedule 3, 4, and 5	Original + 5 refills <b>90%</b> of the previously dispensed days' supply must be exhausted before able to refill.	180 days from original Date Rx Written	<p>Claims exceeding the refill limitation will deny with <i>NCPDP EC# 76 – Plan Limitations Exceeded.</i></p> <p>Claims exceeding the Date to Rx Written limitation will deny with <i>NCPDP EC# M4 – Prescription/Service Reference Number/Time Limit Exceeded.</i></p>

#### 4.4.1 Louisiana Medicaid Pharmacy Auto-refill Policy

Effective May 1, 2025, Louisiana Medicaid will implement auto-refill requirements for Louisiana Medicaid pharmacy claims. This includes Medicaid Fee for Service (FFS) and Managed Care Organizations (MCOs) pharmacy claims.

##### **Purpose**

This provider notice serves as documentation of Louisiana Medicaid's auto-refill policy for pharmacies. It is essential that recipients are well informed about auto-refill programs and that they know their rights. The goal of this policy is to enhance communication between pharmacies and recipients about auto-refills to prevent incorrect or unnecessary medications from being refilled. In addition, this new policy will help pharmacies to reduce the extra workload and the stockpiling of prescriptions that can occur under the current system when recipients are automatically signed up for auto-refills.



## **Requirements**

The requirements outlined in this notice are designed to decrease the amount of medications received that were not requested in addition to reducing unnecessary costs associated with medications that will not be taken.

- First, pharmacies shall explain auto-refill to the recipient or recipient caregiver prior to initial sign up for auto-refills, as well as how the recipient can withdraw from the program entirely
- Second, the pharmacy must obtain written or electronic consent before enrolling a recipient in auto-refills. This will ensure recipients are enrolled by their decision on an opt-in basis. The consent process will help by ensuring that a recipient truly wishes to enroll in the program and will help to prevent the recipient from receiving discontinued, unwanted, and unneeded medications. Furthermore, the requirement of recipient consent will help control fraud, waste, and abuse related to medications. Written or electronic consents should be kept on file in the pharmacy for Medicaid audit purposes for one year from the initial date of dispensing.
- Third, auto-refill programs shall only include maintenance medications and non-controlled substances. When a recipient elects to enroll in the program, the pharmacist must verify the recipient profile to make sure only current medications are selected for auto-refills. Auto-refills are not allowed for mail order pharmacies. Chains and local pharmacies are allowed to mail prescriptions if recipient requests mail delivery.

Pharmacies enrolled in the Louisiana Medicaid program may be terminated from Medicaid if they are not compliant with this policy.

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

## 4.5 NCPDP Partial Fills

Beginning October 28, 2023, partial fills will be permitted when a prescription cannot be filled for the full quantity ordered due to insufficient inventory on-hand at the dispensing pharmacy. The pharmacy provider should submit the initial claim and subsequent partial fills as a partial fill, and the final fill as a completion fill.

- Standard NCPDP fields for partial fills will be required.
- The applicable dispense fee will be paid on the initial fill.
- The co-pay (if applicable) will be collected on the initial fill.
- Partial fills should not be transferred from one Pharmacy to another.

### Partial Fill NCPDP Required Fields

Fields listed below are required for partial fill claims submission:

- NCPDP Field ID: 456-EN (Associated Prescription Service Reference#)
- NCPDP Field ID: 457-EP (Associated Prescription/Service Date)
- NCPDP Field ID: 343-HD (Dispensing Status)
- NCPDP Field ID: 344-HF (Quantity Intended to be Dispensed)
- NCPDP Field ID: 345-HG (Days' Supply Intended to be Dispensed)

### Initial Fill

- Enter actual Quantity Dispensed (NCPDP Field ID: 442-E7)
- Enter actual Days' Supply (NCPDP Field ID: 405-D5)
- Enter Dispensing Status (NCPDP Field ID: 343-HD) = 'P.'
- Enter Quantity Intended to be Dispensed (NCPDP Field ID: 344-HF) = the total prescribed amount for the prescription.
- Enter Days' Supply Intended to be Dispensed (NCPDP Field ID: 345-HG) = the total days' supply from the prescription.

### **Subsequent Partial Fill**

- Enter Associated Prescription/Service Reference Number (NCPDP Field ID: 456-EN) = the prescription number from the initial partial fill.
- Enter Associated Prescription/Service Date (NCPDP Field ID: 457-EP) = the date of the service of the most recent partial fill in the series.
- Enter actual Quantity Dispensed (NCPDP Field ID: 442-E7)
- Enter actual Days' Supply (NCPDP Field ID: 405-D5)
- Enter Dispensing Status (NCPDP Field ID: 343-HD) = 'P.'
- Enter Quantity Intended to be Dispensed (NCPDP Field ID: 344-HF) = the total prescribed amount for the prescription.
- Enter Days' Supply Intended to be Dispensed (NCPDP Field ID: 345-HG) = the total days' supply from the prescription.

### **Completion of Partial Fill**

- Enter Associated Prescription/Service Reference Number (NCPDP Field ID: 456-EN) = the prescription number from the initial partial fill.
- Enter Associated Prescription/Service Date (NCPDP Field ID: 457-EP) = the date of the service of the most recent partial fill in the series.
- Enter actual Quantity Dispensed (NCPDP Field ID: 442-E7)
- Enter actual Days' Supply (NCPDP Field ID: 405-D5)
- Enter Dispensing Status (NCPDP Field ID: 343-HD) = 'C.'
- Enter Quantity Intended to be Dispensed (NCPDP Field ID: 344-HF) = the total prescribed amount for the prescription.
- Enter Days' Supply Intended to be Dispensed (NCPDP Field ID: 345-HG) = the total days' supply from the prescription.

## 4.6 Incremental Fills of Schedule II Medications

Incremental fills are the dispensing of incremental quantities of the total amount ordered specifically for Schedule II medications, as allowed under federal and state regulations. A single prescription for CII drug may be filled in multiple increments on separate claims only if **ALL** the following conditions are met:

- All incremental claims are processed by the same pharmacy.
- Total quantity dispensed for all incremental fills must not exceed the total quantity prescribed.
- Any quantity remaining on the prescription after 30 days from the date prescribed for non-LTC Beneficiaries, cannot be filled.
- Any quantity remaining on the prescription after 60 days from the date prescribed for LTC Beneficiaries, cannot be filled.
- Reimbursement for incremental fills of CII drugs will not be processed differently and will use established reimbursement policy.
- The \$0.10 prescription provider fee will also apply to each incremental fill.

## 4.7 Controlled Product Limitations

### 4.7.1 Morphine Milligram Equivalent (MME)

Prime will utilize current Centers for Disease Control and Prevention (CDC) guidelines to establish a Maximum Morphine Milligram Equivalent (MME) at which the POS system will return a message to the pharmacy provider, notifying the provider of the excessive dose risk.

The cumulative MME for all active opioid prescriptions for a beneficiary will be limited to a maximum of 90 MME per day.

Opioid claims with a total MME greater than or equal to ( $\geq$ ) 50 MME per day will not reject but will return the supplemental message *“Advise Naloxone PRN usage. Total daily MME  $\geq$  50 exceeded, future claims may deny if cumulative MME is  $\geq$  90.”*

Opioid claims that exceed the 90 MME limit will deny with *NCPDP EC 76 – Plan Limitations Exceeded* with the additional message *“90 MME per day exceeded.”*

**Note:** Buprenorphine products will not be subject to the MME limitation.

## 4.7.2 Opioid Limitations

Claims for opioid products, have the following edits:

Opioid Naïve (No paid claim for an opioid within the last 90 days)	Opioid Non-Naïve (Paid claim for an opioid within the last 90 days)
7-day quantity limit for oral, non-liquid, short-acting opioids	30-day quantity limit for oral, non-liquid, short-acting opioids
180mls, or a 7-day supply (whichever is less) for oral liquid opioids.	30-day quantity limit for long-acting opioids.*
<ul style="list-style-type: none"> <li>*Long-Acting Opioid Prior Use Requirement – Pharmacy claims for an incoming prescription for a long-acting opioid will deny if there is not a paid claim for either a short-acting, or long-acting opioid medication within the past 90 days. <ul style="list-style-type: none"> <li>Pharmacy claims for a long-acting opioid will deny with <i>NCPDP EC 75 – Prior Authorization Required</i> if there is no prior use present in the beneficiary's claim history.</li> </ul> </li> <li>Diagnosis code requirement to bypass QLs and MME edits for all Schedule II narcotics. <ul style="list-style-type: none"> <li>Claims submitted for an opioid drug/product will bypass quantity limitations, MME, and prior use edits when a diagnosis for burns/corrosions, or Sickle-Cell crisis is entered on the claim.</li> <li>Claims submitted for an opioid drug/product will bypass quantity limitations, MME, prior use, and concurrent use when a diagnosis for cancer, or palliative care is entered on the incoming claim.</li> <li>For a complete listing of applicable diagnosis codes for the above, please refer to <a href="#">Section 17.0 – Appendix D</a>.</li> </ul> </li> <li>Maximum of 90 MME per day.</li> <li>Claims submitted which exceed the quantity limitations will deny with <i>NCPDP EC 76 – Plan Limitations Exceeded</i>.</li> </ul> <p><b>Note:</b> If the <u>incoming</u> claim is for a benzodiazepine and there is an <u>active</u> opioid claim in the beneficiary's history, when a seizure diagnosis is entered on the incoming claim, the concurrent use edit will be bypassed. However, if the <u>incoming</u> claim is for an opioid, and there is an active benzodiazepine claim in the beneficiary's history, and a seizure diagnosis is entered on the incoming claim, the opioid claim will deny.</p> <p><b>Note:</b> The above list is not all-inclusive of edits applied for opioid products. Refer to the <a href="#">Louisiana Medicaid Single PDL</a> for additional edits that may apply.</p>	

### 4.7.3 Sedative/Hypnotic Limitations

Pharmacy claims for all sedative/hypnotic agents (except dexmedetomidine, tasimelteon and zolpidem tartrate oral spray) have limitations depending on previous use of sedative/hypnotics.

- **Naïve use** is defined as having no paid claims for a sedative/hypnotic in the previous 60 days.
- **Chronic use** is defined as having a paid claim for a sedative/hypnotic in the previous 60 days.

Beneficiaries will have the following limitations for sedative/hypnotic products:

- A 7 days' supply per rolling 30 days for naïve use
- A 15 days' supply per rolling 30 days for chronic use

A diagnosis of palliative care (ICD-10: Z51.5) will bypass the above quantity limitations for oral sedative/hypnotics. All other edits (PA, diagnosis when applicable, etc.) will apply.

## 4.8 Dispense as Written Requirements

Prime will accept the Dispense as Written (DAW) Codes in the table below. These codes are to allow appropriate reimbursement for brand name products. When the brand is non-preferred and the prescriber has determined it to be medically necessary, “Brand medically necessary” or “Brand necessary” must be written on the prescription in the prescriber’s handwriting or noted via an electronic prescription and the pharmacist enters “1” in the DAW field 408-D8.

DAW Code	DAW Description	Comments
DAW 0	No Product Selection Indicated	
DAW 1	Substitution Not Allowed by Prescriber	If DAW1 entered on claim for brand name agent, claim should bypass denial for NCPDP 22/50021 (M/I Dispense as written (DAW)/Product selection code) & AJ/50103- Generic Drug Required.
DAW 5	Substitution Allowed – Brand Drug Dispensed as Generic	If DAW5 entered on 340B claim (as defined as claims submitted with SCC=20-340B) for brand name agent, claim should bypass denial for NCPDP 22/50021 (M/I Dispense as written (DAW)/Product selection code) & AJ/50103- Generic Drug Required.
DAW 8	Substitution Allowed-Generic Drug Not Available in Marketplace	To be used when a generic equivalent is not available on the market.
DAW 9	Substitution Allowed by Prescriber but Plan Requests Brand	To be used when the brand product is preferred over the generic equivalent.

Claims submitted for DAW Codes 2, 3, 4, 6, or 7 will deny for *NCPDP EC 22 – M/I Dispense as Written (DAW)/Product Selection Code* with additional message “DAW codes 2, 3, 4, 6 or 7 are not allowed. Please resubmit with another appropriate DAW code value.”

## 4.9 Electronic Prescribing

Electronic prescriptions are computer-generated prescriptions created by the prescriber and sent directly to the beneficiary's pharmacy of choice. E-Prescribing applications that are certified by SureScripts® (the industry leader in e-Prescribing), allow new prescription orders and refill authorizations from the prescriber to be sent directly to the computers of the selected pharmacies.

E-Prescribing is the use of an automated data entry system to generate a prescription, replacing the use of handwritten prescriptions.

Prescribers are encouraged to utilize Electronic Prescribing (e-Prescribing) whenever possible. Prescribers using e-Prescribing will have a client's claims history, eligibility, drug coverage data, as well as PA needs available.

## 4.10 Pharmacy and Prescriber Lock-In

Beneficiaries who have 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.

Claims submitted for a Beneficiary with a prescriber Lock-In status, using a prescriber that is not assigned, will deny with *NCPDP EC 56 – Non-Matched Prescriber ID* and will return the additional message *“The prescriber submitted is not the assigned Lock-In Prescriber for the Beneficiary.”*

Claims submitted for a Beneficiary with a pharmacy lock-in status, using a pharmacy that is not assigned will deny with *NCPDP EC 50 – Non-Matched Pharmacy Number* and will return the additional message *“The pharmacy submitted is not the assigned Lock-In Pharmacy for the Beneficiary.”*



## 5.0 Drug Information and Edits

### 5.1 Covered and Non-Covered Drugs

LDH utilizes a Medicaid single PDL. The PDL indicates the preferred and non-preferred status of covered drugs. The PDL is available on the LDH website:

<http://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>.

The PDL is a list of over 100 therapeutic classes reviewed by the Pharmaceutical & Therapeutics (P&T) committee. With the exception of excluded drug classes listed in the provider manual, medications that are not included in this PDL are almost always covered without the requirement of PA. Examples: hydrochlorothiazide, amoxicillin suspension and digoxin.

Drugs excluded from coverage will deny with *NCPDP EC 70 – Product/Service Not Covered*.

- Covered medications are subject to any applicable POS edits, some of which include PA, quantity, age limits, etc.
  - Pharmacy providers submitting claims for select medications, with limitations or restrictions in place, may in certain situations enter applicable codes at POS for override, see [Appendix E – Point-of-Sale Edits and Overrides](#) for additional information.
- Covered medications must be manufactured by a company engaged in the Federal Medicaid Rebate Drug Program.
- All written (non-electronic) outpatient prescriptions must be written on a tamper-resistant prescription pad.

#### 5.1.2 Age Limits

The Louisiana Medicaid Preferred Drug List (PDL) has several point of sale (POS) edits, including an age limit edit.

Refer to PDL for specific age limits:

- <https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>
- Effective January 1, 2025, POS age limit edits can no longer be overridden at POS. If an age limit override is needed, the prescriber must complete a prior authorization justifying the need for prescribing the agent outside of the age limits. If you have any questions or concerns, please call Prime at 1-800-424-1664.

The following products are excluded from coverage:

Description	Comments
Anorexics	Except: <ul style="list-style-type: none"> <li>Orlistat</li> </ul>
Nonprescription Drugs	Except: <ul style="list-style-type: none"> <li>Over-the-Counter (OTC) antihistamines and antihistamine/decongestant combinations,</li> <li>Polyethylene Glycol 3350</li> <li>A and B recommendations for OTC medication by the U.S. Preventive Services Task Force (see <a href="#">Section 5.2.1 – Preventive Care OTC Products.</a>)</li> </ul>
Cosmetic Drugs	Except: <ul style="list-style-type: none"> <li>When the state has determined the use to be medically necessary</li> </ul>
Erectile Dysfunction Drugs	Except: <ul style="list-style-type: none"> <li>When used for the treatment of conditions, or indications approved by the FDA, other than erectile dysfunction</li> </ul>
Cough and Cold Preparations	Except: <ul style="list-style-type: none"> <li>Prescription antihistamine and antihistamine/decongestant combination products</li> </ul>
Fertility Drugs	Except: <ul style="list-style-type: none"> <li>Vaginal progesterone when used for high-risk pregnancy to prevent premature births</li> </ul>
Drug Efficacy Study Implementation (DESI) drugs	
Prescription Vitamins and Mineral Products	Except: <ul style="list-style-type: none"> <li>Prenatal vitamins</li> <li>Fluoride Preparations</li> <li>Vitamin A Injection</li> <li>Vitamin B Injection</li> <li>Vitamin D (prescription only)</li> <li>Vitamin K (prescription only)</li> <li>Vitamin B12 Injection</li> <li>Folic Acid (prescription only)</li> <li>Niacin (prescription only)</li> <li>Vitamin B6 Injection</li> <li>Vitamin B1 Injection</li> <li>Multivitamin (prescription only)</li> <li>Magnesium Injection</li> </ul>

Description	Comments
	<ul style="list-style-type: none"> <li>Calcium Injection</li> <li>Urinary PH modifiers (Phosphorous, specifically K-Phos Neutral and Phospha Neutral)</li> </ul>
Durable Medical Equipment/Supplies	Except: <ul style="list-style-type: none"> <li>State covered diabetic supplies</li> <li>Products included in this document</li> </ul>

## 5.2 Over-the-Counter Products

### 5.2.1 Preventive Care OTC Products

The following Over-the-Counter (OTC) medications for preventive care will be covered when a claim is submitted within the specified limitations and when:

- The prescriber issues the Beneficiary a prescription for the preventive care OTC agent; and
- The Beneficiary meets the criteria to obtain the preventive care OTC agent.

OTC Drug	Medicaid Beneficiary	Preventive Care
Aspirin 81mg	<ul style="list-style-type: none"> <li>Women greater than 12 years of age</li> <li>Men greater than 44 years of age</li> </ul>	<ul style="list-style-type: none"> <li>Cardiovascular disease</li> <li>Colorectal Cancer</li> <li>Preeclampsia prevention</li> </ul>
Folic Acid 0.4mg and 0.8mg	<ul style="list-style-type: none"> <li>Women ages 12-54</li> </ul>	<ul style="list-style-type: none"> <li>Pregnancy planning</li> </ul>
Vitamin D 400 IU	<ul style="list-style-type: none"> <li>Women and men greater than 64 years of age</li> </ul>	<ul style="list-style-type: none"> <li>Fall prevention</li> </ul>

The following OTC medications and supplies for non-preventive care will be covered when:

- The prescriber issues the Beneficiary a prescription for the non-preventive care OTC agent; and
- The product is a covered benefit.

Non-Preventive OTC Drugs			
Insulin	Contraceptives, Topical	Urinary pH modifiers	OTC Vitamin D Preparations
OTC Vitamin E Preparations	OTC Niacin Preparations	OTC Calcium Replacement Agents	OTC Magnesium Replacement Agents
OTC Phosphate Replacement Agents	OTC Iron Replacement Agents	Normal Saline	Urine Glucose Test Strips
Disposable Needles and Syringes used to administer insulin	Test strips for determining blood glucose levels	Family Planning items	Lancets
Other non-legend items and supplies that have Pharmacy Program approval	Antihistamine and Antihistamine/Decongestant Combination Products	Polyethylene Glycol 3350	

Claims submitted for OTC drugs/products that do not fall within the above categories will deny with *NCPDP EC 70 – Product/Service Not Covered* with the additional message “OTC product not covered.”

## 5.2.2 Mosquito Repellent Coverage

### Reimbursement

Pharmacy providers should bill Usual and Customary (U&C) charge, however, reimbursement of covered mosquito repellents will be set at a maximum of Average Acquisition Cost (AAC) plus a \$3.00 dispensing fee. If an AAC rate is not on file, the claim will deny at Point of Sale (POS) with "NDC price missing, call M&S @ 1-800591-1183". Please contact the help desk at M&S to assist with rate setting.

One bottle of mosquito repellent every rolling 30 days will be allowed. A prescription will be required to cover one of the following products:

Product Name	Ounces	Bill As	UPC	"NDC"
Cutter Backwoods 25% Spray	6 oz.	170 g	71121962805	71121-0962-80
Cutter Skinsations 7% Spray	6 oz.	177 mL	16500540106	16500-0540-10
OFF! Family Care 15% Spray	2.5 oz.	71 g	46500018428	46500-0710-37
OFF! Dee Woods Dry 25% Spray	4 oz.	113 g	46500717642	46500-0717-64
OFF! Dee Woods 25% Spray	6 oz.	170 g	46500018428	46500-0018-42
OFF! Active 15% Spray	6 oz.	170 g	46500018107	46500-0018-10
Repel Sportsmen 25% Spray	6.5 oz.	184 g	11423941375	11423-0941-37
Repel Sportsmen Max 40% Spray	6.5 oz.	184 g	11423003387	11423-0003-38
Natrapel 20% Picaridin	5 oz.	177 mL	44224068781	44224-0068-78
Sawyer Insect Repellent 20% Picaridin	4 oz.	118 mL	50716005448	50716-0005-44

Pharmacy claims for products other than these will deny at Point of Sale with:  
NCPDP reject code 54 (Non-Matched Product/Service ID Number) mapped to EOB  
code 231 (NDC not on file).

## 5.3 Diabetic Supplies

Beginning October 28, 2023, blood glucose meters, continuous glucose monitoring (CGM) devices, transmitters and sensors, insulin pumps, insulin pens, diabetic testing strips, ketone test strips, lancets, pen needles, syringes, and control solutions will be billable as a pharmacy benefit for non-Medicare Beneficiaries.

**Note:** COB edits will apply. Diabetic supplies are a Part B-covered benefit. These items are not considered Part D drugs and therefore are not a Part D benefit. After billing Medicare Part B for these items, Medicaid can be billed as the secondary payer using standard COB billing practices.

## 5.4 Vaccines

Pharmacists who have the “Authority to Administer” authorized by the Louisiana Board of Pharmacy (LABP) may administer vaccines. Pharmacists with the authorization to administer vaccines may be issued individual Medicaid provider numbers and should acquire an NPI.

Medicaid reimburses pharmacy providers when an authorized pharmacist administers the following vaccines:

- Flu vaccines to Beneficiaries ages 3 years and older
  - Beginning January 1, 2025, pharmacist administration of flu vaccines will not be allowed for Beneficiaries less than 7 years old.
- COVID-19 vaccines to Beneficiaries ages 3 years and older
  - Beginning January 1, 2025, pharmacist administration of COVID-19 vaccines will not be allowed for Beneficiaries less than 17 years old.
- All other covered vaccines, when indicated, to Beneficiaries ages 3 years and older
  - Beginning January 1, 2025, pharmacist administration of other Advisory Committee on Immunization Practices (ACIP) recommended vaccines will not be allowed for Beneficiaries less than 17 years old.
  - Vaccine ingredient cost will not be reimbursed for Beneficiary ages 18 years old or younger due to Vaccines for Children program.

When submitting claims for adult vaccines *NCPDP Field ID 411-DB* (Prescriber ID) and *NCPDP Field ID 444-E9* (Provider ID) will need to be completed in the following way:

- Without a prescription by a prescriber
  - Pharmacist NPI in the Prescriber ID field and the pharmacy NPI in the Provider ID field
- With a prescription by a prescriber
  - Prescriber NPI in the Prescriber ID field and pharmacy NPI in the Provider ID field.

Claims for adult (ages  $\geq 19$  years) vaccines and administration fees are a covered benefit and will be exempt from copays, and any Lock-In limitations. All other edits will apply.

### 5.4.1 Vaccine Counseling

Counseling for vaccines will be reimbursed for Beneficiaries less than 21 years old. Reimbursement will be made in an amount up to \$19.72 (either \$19.72, or the billed amount, whichever is lower) when criteria has been met, with vaccine administration.

Counseling may be reimbursed up to four (4) counseling visits per Beneficiary per year for vaccines recommended by the Advisory Committee on Immunization Practices (ACIP) or CDC with vaccine administration.

When a claim is submitted for vaccine counseling for a Beneficiary less than 21 years old and the pharmacy provider has been reimbursed for four (4) counseling's in a rolling 365 days, the claim will pay (applicable ingredient cost and administration fee) and return an additional message of *"Counseling not reimbursed/Max 4 per 365 days."*

When a claim is submitted for vaccine counseling for a Beneficiary aged 21 years and older, the claim will pay (applicable ingredient cost and administration fee) and return an additional message of *"Counseling not reimbursed for this age."*

The ingredient cost of the vaccine will not be reimbursed for Beneficiaries under the age of 19 years.

An additional message of *"Counseling not reimbursed."* will be returned for Beneficiaries outside of the 3–20-year-old age limitations.

When counseling has been provided and results in the administration of the vaccine, the claim must be submitted with all applicable NCPDP fields, as well as the Professional Service Code (NCPDP Field ID: 440-E5) 'PE – Patient Education' in order to be reimbursed for counseling, administration fee and any applicable ingredient cost. If Professional Service Code 'MA – Medication Administration' is submitted, reimbursement will be for the administration fee and any applicable ingredient cost.

When Professional Service Code 'PE' is submitted on a vaccine pharmacy claim for a Beneficiary within the applicable age limits, an additional amount up to \$19.72 (either \$19.72, or the billed amount, whichever is lower) will be reimbursed to the pharmacy for counseling, on top of the administration fee and any applicable ingredient cost.

Reimbursement according to age of Beneficiary for vaccine, administration and/or counseling			
NCPDP Field	Ages 3-18 COVID-19: Ages 3-18 Influenza: Ages 3-18 All other vaccines: Ages 3-18	Ages 19-20 All vaccines (COVID, influenza and others)	Ages 21 and older All vaccines (COVID, influenza and others)
Ingredient Cost Paid (NCPDP Field ID: 506-F6)	Always \$0.00  <b>No ingredient cost reimbursed in this age group.</b>	<b>“MA” or “PE”</b> in Professional Service Code field  Up to maximum allowable, unless claim is for Monkeypox vaccines, then \$0.00	<b>“MA” or “PE”</b> in Professional Service Code field  Up to maximum allowable, unless claim is for Monkeypox vaccines, then \$0.00
Incentive Amount Paid (NCPDP Field ID: 521.FL)	<b>“MA”</b> in Professional Service Code field Vaccines: Lesser of \$30.78 or pharmacy submitted amount Effective Date: 11/1/2024, \$15.22 for 1st vaccine (for non-COVID-19 vaccine), or \$9.13 for 2nd vaccine billed on the same day (for non-COVID-19 vaccine) (no counseling reimbursed with ‘MA’)  <b>“PE”</b> in Professional Service Code field Vaccines: Lesser of \$30.78 or pharmacy submitted amount Effective Date: 11/1/2024, \$15.22 for 1st vaccine (for non-COVID-19 vaccine), or \$9.13 for	<b>“MA”</b> in Professional Service Code field Vaccines: Lesser of \$30.78 or pharmacy submitted amount Effective Date: 11/1/2024, \$15.22 for 1st vaccine (for non-COVID-19 vaccine), or \$9.13 for 2nd vaccine billed on the same day (for non-COVID-19 vaccine) (no counseling reimbursed with ‘MA’)  <b>“PE”</b> in Professional Service Code field Vaccines: Lesser of \$30.78 or pharmacy submitted amount Effective Date: 11/1/2024,	<b>“MA”</b> in Professional Service Code field Vaccines: Lesser of \$30.78 or pharmacy submitted amount Effective Date: 11/1/2024, \$15.22 for 1st vaccine (for non-COVID-19 vaccine), or \$9.13 for 2nd vaccine billed on the same day (for non-COVID-19 vaccine) (no counseling reimbursed with ‘MA’)  <b>“PE”</b> in Professional Service Code field Vaccines: Lesser of \$30.78 or pharmacy submitted amount Effective Date: 11/1/2024, \$15.22 for 1st vaccine (for non-COVID-19 vaccine), or \$9.13 for 2nd vaccine



Reimbursement according to age of Beneficiary for vaccine, administration and/or counseling			
NCPDP Field	Ages 3-18 COVID-19: Ages 3-18 Influenza: Ages 3-18 All other vaccines: Ages 3-18	Ages 19-20 All vaccines (COVID, influenza and others)	Ages 21 and older All vaccines (COVID, influenza and others)
	2nd vaccine billed on the same day (for non-COVID-19 vaccine), <b>AND</b> \$19.72 (counseling) or billed amount, whichever is lower	\$15.22 for 1st vaccine (for non-COVID-19 vaccine), or \$9.13 for 2nd vaccine billed on the same day (for non-COVID-19 vaccine), <b>AND</b> \$19.72 (counseling) or billed amount, whichever is lower	billed on the same day (for non-COVID-19 vaccine),  <b>No counseling reimbursed with “PE” in this age group</b>
Flat Sales Tax Submitted (NCPDP Field ID: 481-HA) (Provider fee)	\$0.10 when MCO is primary payer.  \$0.00 when MCO is secondary payer (primary paid > \$0.00)	\$0.10 when MCO is primary payer.  \$0.00 when MCO is secondary payer (primary paid > \$0.00)	\$0.10 when MCO is primary payer.  \$0.00 when MCO is secondary payer (primary paid > \$0.00)
<ul style="list-style-type: none"> <li>The vaccine ingredient cost will not be reimbursed for Beneficiaries less than 19 since the vaccines are provided by the Vaccines for Children (VFC) program, or when the vaccine has been provided by the federal government (i.e., COVID or monkeypox vaccines).</li> <li>Vaccine pharmacy claims will be reimbursed an administration fee and <u>no</u> dispensing fee.</li> <li>Vaccine pharmacy claims submitted without a Professional Service Code of “MA” or “PE” will deny with <i>NCPDP EC E5 – M/I Professional Service Code</i>.</li> <li>Only credentialed pharmacists who are enrolled with Louisiana Medicaid may be included in claim submission. If the pharmacist is not enrolled on the DOS, or the pharmacist’s NPI is missing on invalid, or if a pharmacy’s NPI is entered the claim will deny with <i>NCPDP EC E9 – M/I Provider ID</i>.</li> <li>‘05-NPI’ must be entered in the Provider ID Qualifier (NCPDP Field ID: 465-EY) field. If a value other than ‘05-NPI’, or no qualifier is entered, the claim will deny with <i>NCPDP EC EY – M/I Provider ID Qualifier</i>.</li> <li>Claims submitted for a vaccine administration, and/or counseling with an Incentive Amount Submitted (NCPDP Field ID: 438-E3) of \$0.00, the claim will deny with <i>NCPDP EC E3 – M/I Incentive Amount Submitted</i>.</li> </ul>			

## 5.4.2 COVID-19

The administration of the COVID-19 vaccine, including the initial dose(s), 3rd dose, and booster dose(s) are covered as a pharmacy benefit.

- COB edits will apply.
- Vaccine administration for Beneficiaries ages 6 months, up to 3 years are not covered as a pharmacy benefit due to the PREP act restrictions on pharmacist administration.
- Submission Clarification Codes are no longer required for COVID-19 vaccine claim submissions.

COVID-19 vaccines that have been purchased by pharmacy providers will be reimbursed at the following:

- Claims submitted for beneficiaries ages 19 and older will be reimbursed for the administration fee and ingredient cost (at WAC for local pharmacies)
- Claims submitted for beneficiaries between 3 years, up to 19 years old will be reimbursed for the administration fee only.

Claims submitted for administration other than the primary dose administration must not be filled early. Pfizer or Novavax second dose vaccine administration should be payable at least 17 days from the previous dose. Moderna second dose vaccine administration should be payable at least 24 days from the previous dose. Third dose vaccine administration should be payable at least 28 days after the 2<sup>nd</sup> dose. Claims submitted too early will deny with *NCPDP EC 76 – Plan Limitations Exceeded*.

Providers will need to submit claims in the following manner utilizing the NCPDP D.0 format:

NCPDP Field ID:	NCPDP Field Name	Value	Comments
405-D5	Days' Supply	1	If value other than '1' is submitted in this field, claim will deny with <i>NCPDP EC 19 – M/I Days Supply</i>
407-D7	Product/Service ID	11 Digit NDC	Vaccine NDC
409-D9	Ingredient Cost Submitted	Usual and customary	Usual and Customary Charge of the Vaccine
423-DN	Basis of Cost (BOC) Determination	01 - AWP	When using a value of '01', the ingredient cost must be \$0.01  Claims will reject <i>NCPDP EC DN – M/I Basis of Cost Determination</i> if a BOC = 15 (free product or not associated cost) is submitted and return the additional

NCPDP Field ID:	NCPDP Field Name	Value	Comments
			message “BOC 15 no longer allowed on COVID claims.”
411-DB	Prescriber ID	Prescriber/Pharmacist NPI	Prescriptions initiated by the pharmacy should be submitted using the Pharmacist's Type 1 NPI in this field and a Prescription Origin Code (NCPDP Field ID: 419-DJ) of '5-Pharmacy'
438-E3	Incentive Amount Submitted	Administration Fee	<i>Amount Charged for Vaccine Administration</i> <i>Incentive Amount Submitted</i> , otherwise the fixed amount is paid. <b>NOTE:</b> COVID-19 vaccine administration fee will be reimbursed at a maximum of \$29.58.
442-E7	Quantity Dispensed	Value Dependent on Vaccine Dose	The quantity dispensed should be submitted with the value that represents the quantity of the drug product administered.  Any values submitted that do not align with the applicable dosing will deny with <i>NCPDP EC E7 – M/I Quantity Dispensed</i>
440-E5	Professional Service Code	MA or PE	MA – Medication Administration PE – Patient Education  Claims submitted without a Professional Service Code 'MA' or 'PE' will deny with <i>NCPDP EC E5 – M/I Professional Service Code</i> .  Refer to <a href="#">Section 5.4.2 Vaccine Counseling</a> for information on when it is applicable to use Professional Service Code 'PE.'
444-E9	Provider ID	Pharmacist NPI	The Vaccinating Pharmacist's NPI

NCPDP Field ID:	NCPDP Field Name	Value	Comments
444-E9	Provider ID Qualifier		When submitting a value in the Provider ID Qualifier Field 465-EY there must be a corresponding value in Provider ID field 444-E9. If incorrect, please remove data from both fields
465-EY	Provider ID Qualifier	05	NPI
558-AW	Flat Sales Tax Paid	\$0.10	<b>Note:</b> Flat Sales Tax Paid will be \$0.00 when MCO is secondary payer (primary paid > \$0.00)

### 5.4.3 COVID-19 Vaccine Dosages and Covered NDCs

#### Pfizer, Comirnaty COVID-19 Vaccines

Multi-dose series:

- No early refill allowed
- Maximum Days' Supply: 1
- Maximum Quantity: 0.3
- Quantity Limitation: 5 doses within 180 days
- Refill Limitation: 4

**Note:** Comirnaty® (Pfizer's FDA approved vaccine) has a minimum age limitation of 12 years.

Pfizer, Comirnaty (COVID-19 vaccine, mRNA)			
For Beneficiaries ages 12 years or older, only allow the following NDCs :			
NDC	Generic Name	Trade Name	Strength
00069236210	COVID vaccine 2023-24 (12 yrs and up)(raxe)(PF) 30mcg/0.3mL IM Susp	Comirnaty 2023-2024	30mcg/0.3 mL
00069239210	COVID vaccine 2023-24 (12 yr up) (raxe) (PF) 30mcg/0.3 mL IM syringe	Comirnaty 2023-2024	30mcg/0.3 mL
00069237701	COVID vaccine 2023-24 (12 yr up) (raxe) (PF) 30mcg/0.3 mL IM syringe	Comirnaty 2023-2024	30mcg/0.3 mL
00069237710	COVID vaccine 2023-24 (12 yr up) (raxe) (PF) 30mcg/0.3 mL IM syringe	Comirnaty 2023-2024	30mcg/0.3 mL
For Beneficiaries ages 5 to 11 years, only allow the following NDCs:			
59267433102	COVID vaccine 2023-24 (5-11yr) XBB.1.5 (PF) 10mcg/0.3 mL IM susp (EUA)	Pfizer COVID (5-11Y) 2023-24	10mcg/0.3 mL
For Beneficiaries ages 3 to 4 years, only allow the following NDCs:			
59267431502	COVID vaccine 2023-24 (6 mos-4 y) XBB.1.5 (PF) 3 mcg/0.3 mL IM susp (EUA)	Pfizer COVID 2023- 24(6M-4Y)EUA	3mcg/0.3 mL

The table below outlines dosing of the Pfizer, Comirnaty COVID-19 Vaccines. The table is to be used for dosing only, all other items are informational:

<b>Pfizer-BioNTech COVID-19 Vaccine (2023-2024 Formula):</b> <i>Monovalent Pfizer-BioNTech vaccine is no longer authorized and should not be used.</i> <i>Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.</i>			
Age	Vaccination History	Pfizer-BioNTech COVID-19 Vaccine Schedule	Administer
<b>6 months through 4 years</b>	Unvaccinated: 0 doses	3-dose initial series: 1st dose followed by, • 2nd dose at least 4 weeks after 1st dose, 3rd dose at least 4 weeks after 2nd dose	0.3mL/3 $\mu$ g
	1 previous dose of any Pfizer-BioNTech COVID-19 vaccine	Complete Series: 2nd dose at least 4 weeks after 1st dose, 3rd dose at least 4 weeks after 2nd dose	
	2 doses of any Pfizer-BioNTech COVID-19 Vaccine	Complete Series: 3rd dose at least 8 weeks (2 months) after 2nd dose	
	Three (3) or more doses Pfizer-BioNTech COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023–24 COVID-19 vaccine	Single dose of Pfizer-BioNTech COVID-19 Vaccine 8 weeks after previous vaccine dose	
	3 or more doses of Pfizer-BioNTech COVID-19 vaccines, <b>INCLUDING</b> at least 1 dose of 2023-2024 COVID-19 vaccine	No dose required	N/A

**Pfizer-BioNTech COVID-19 Vaccine (2023-2024 Formula):**

*Monovalent Pfizer-BioNTech vaccine is no longer authorized and should not be used.  
Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.*

Age	Vaccination History	Pfizer-BioNTech COVID-19 Vaccine Schedule	Administer
<b>5 years-11 years</b>	Unvaccinated: 0 doses	Single dose of Pfizer-BioNTech COVID-19 Vaccine	0.3mL/10 $\mu$ g
	Any number of previous doses COVID-19 vaccine, <b>NOT</b> including at least 1 dose of 2023-2024 COVID-19 vaccine	Single dose of Pfizer-BioNTech COVID-19 Vaccine At least 8 weeks (2 months) after the previous dose	
	Any number of previous doses COVID-19 vaccine, <b>INCLUDING</b> at least 1 dose of 2023-2024 COVID-19 vaccine	No dose required	N/A
<b>12 years and older</b>	Unvaccinated: 0 doses	Single dose of Pfizer-BioNTech COVID-19 Vaccine	Comirnaty (COVID-19 vaccine, mRNA) – 0.3mL/30 $\mu$ g
	Any number of previous doses COVID-19 vaccine, <b>NOT</b> including at least 1 dose of 2023-2024 COVID-19 vaccine	Single dose of Pfizer-BioNTech COVID-19 Vaccine At least 8 weeks (2 months) after the previous dose	
	Any number of previous doses COVID-19 vaccine, <b>INCLUDING</b> at least 1 dose of 2023-2024 COVID-19 vaccine	No dose required.	N/A

**Note:** The table below outlines dosing of the Pfizer-BioNTech COVID-19 Vaccine for People Who are Moderately to Severely Immunocompromised.

<b>Pfizer-BioNTech, Comirnaty COVID-19 Vaccines (2023-2024 Formula)</b> <i>Monovalent Pfizer-BioNTech vaccine is no longer recommended and should not be used.</i> <i>Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.</i>			
Age	Vaccination History	Pfizer-BioNTech COVID-19 Vaccine Schedule	Administer
<b>6 months through 4 years</b>	Unvaccinated: 0 doses	<ul style="list-style-type: none"> <li>3-dose initial series 1st dose followed by</li> <li>2nd dose at least 3 weeks after 1st dose</li> <li>3rd dose at least 8 weeks (2 months) after 2nd dose.†</li> </ul>	0.3 mL/3 µg
	1 previous dose of any Pfizer-BioNTech COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>2nd dose at least 3 weeks after 1st dose</li> <li>3rd dose at least 8 weeks after 2nd dose</li> </ul>	
	2 doses of any Pfizer-BioNTech COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>3rd dose at least 8 weeks after 2nd dose</li> </ul>	
	3 or more doses of Pfizer-BioNTech COVID-19 Vaccines, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 vaccine	Single dose of Pfizer-BioNTech COVID-19 Vaccine 8 weeks after previous vaccine dose	
	3 or more doses of Pfizer-BioNTech COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 vaccine	Option to receive 1 additional dose at least 8 weeks (2 months) following the last recommended dose.	
<b>5-11 years</b>	Unvaccinated: 0 doses	<ul style="list-style-type: none"> <li>3-dose initial series 1st dose followed by</li> <li>2nd dose at least 3 weeks after 1st dose</li> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	0.3 mL/10 µg
	1 previous dose of any Pfizer-BioNTech COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li></li> </ul>	



<b>Pfizer-BioNTech, Comirnaty COVID-19 Vaccines (2023-2024 Formula)</b> <i>Monovalent Pfizer-BioNTech vaccine is no longer recommended and should not be used.</i> <i>Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.</i>			
Age	Vaccination History	Pfizer-BioNTech COVID-19 Vaccine Schedule	Administer
12 years and older	2 doses of Pfizer-BioNTech COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>3rd dose at least 8 weeks after 2nd dose</li> </ul>	
	3 or more doses of Pfizer-BioNTech COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 vaccine	Single dose of Pfizer-BioNTech COVID-19 Vaccine 8 weeks after previous vaccine dose	
	3 or more doses of Pfizer-BioNTech COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 Vaccine	Option to receive 1 additional dose at least 8 weeks (2 months) following the last recommended dose.	
	Unvaccinated	3-dose initial series: <ul style="list-style-type: none"> <li>1st dose, followed by</li> <li>2nd dose at least 3 weeks after 1st dose</li> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	Comirnaty (COVID-19 vaccine, mRNA) 0.3 mL/30 µg
	1 previous dose of any Pfizer-BioNTech COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>2nd dose at least 3 weeks after 1st dose</li> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	
	2 doses of any Pfizer-BioNTech COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	
	3 or more doses of Pfizer-BioNTech COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 Vaccine	Single dose of Pfizer-BioNTech COVID-19 Vaccine 8 weeks after previous vaccine dose	
	3 or more doses of Pfizer-BioNTech COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 vaccine	Option to receive 1 additional dose at least 8 weeks (2 months) following the last recommended dose.	

## Moderna Bivalent COVID-19 Vaccines

Multi-dose series:

- No early refill allowed
- Maximum Days' Supply: 1
- Maximum Quantity: 0.5
- Quantity Limitation: 5 doses within 180 days
- Refill Limitation: 4

Moderna, Spikevax COVID-19 Vaccine (2023-2024 Formula)			
For Beneficiaries ages 12 years or older, only allow the following NDCs :			
NDC	Generic Name	Trade Name	Strength
80777010293	COVID vaccine 2023-24 (12 yrs and up)(andu)(PF) 50mcg/0.5 mL IM syringe	Spikevax 2023-2024	50mcg/0.5 mL
80777010295	COVID vaccine 2023-24 (12 yrs and up)(andu)(PF) 50mcg/0.5 mL IM syringe	Spikevax 2023-2024	50mcg/0.5 mL
80777010296	COVID vaccine 2023-24 (12 yrs and up)(andu)(PF) 50mcg/0.5 mL IM syringe	Spikevax 2023-2024	50mcg/0.5 mL
For Beneficiaries ages 3 to 11 years, only allow the following NDCs:			
80777028792	COVID vaccine 2023-24 (6 mo-11 yr) XBB.1.5 (PF) 25mcg/0.25mL IM susp (EUA)	Moderna COVID 23- 24(6M-11Y) EUA	25mcg/0.25mL

The table below outlines dosing of the Moderna COVID-19 Vaccine (2023–2024 Formula)Vaccine. The table is to be used for dosing only, all other items are informational:

<b>Moderna, Spikevax COVID-19 Vaccine (2023-2024 Formula)</b> <i>Monovalent Moderna vaccine is no longer authorized and should not be used.</i> <i>Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.</i>			
Age	Vaccination History	Moderna COVID-19 Vaccine Schedule	Administer
<b>6 months through 4 years</b>	Unvaccinated: 0 doses	2-dose initial series: <ul style="list-style-type: none"> <li>1st dose, followed by <ul style="list-style-type: none"> <li>2nd dose, at least 4-8 weeks after 1st dose</li> </ul> </li> </ul>	0.25mL/25 $\mu$ g
	1 previous dose of any Moderna COVID-19 Vaccine	Single dose <ul style="list-style-type: none"> <li>4-8 weeks after previous dose</li> </ul>	
	2 or more doses Moderna COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023-24 vaccine	Single dose of Moderna COVID-19 Vaccine 8 weeks after previous vaccine dose	
	2 or more doses Moderna COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 vaccine	No dose required.	N/A
<b>5-11 years</b>	Unvaccinated: 0 doses	Single dose	0.25mL/25 $\mu$ g
	Any number of previous doses of COVID-19 vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 vaccine	Single dose of Moderna COVID-19 Vaccine <ul style="list-style-type: none"> <li>8 weeks after previous vaccine dose</li> </ul>	
	Any number of previous doses of COVID-19 vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 vaccine	No dose required.	N/A

<b>Moderna, Spikevax COVID-19 Vaccine (2023-2024 Formula)</b> <i>Monovalent Moderna vaccine is no longer authorized and should not be used.</i> <i>Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.</i>			
Age	Vaccination History	Moderna COVID-19 Vaccine Schedule	Administer
<b>12 years and older</b>	Unvaccinated: 0 doses	Single dose	Spikevax (COVID-19 Vaccine, mRNA) 0.5mL/50 µg
	Any number of previous doses of COVID-19 vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 vaccine	Single dose of Moderna COVID-19 Vaccine 8 weeks after previous vaccine dose	
	Any number of previous doses of COVID-19 vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 vaccine	No dose required.	N/A

**Note:** The table below outlines dosing of the Moderna COVID-19 Vaccine (2023–2024 Formula) for People Who are Moderately to Severely Immunocompromised.

<b>Moderna, Spikevax COVID-19 Vaccine (2023-2024 Formula)</b> <i>Monovalent Moderna vaccine is no longer authorized and should not be used.</i> <i>Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.</i>			
Age	Vaccination History	Moderna COVID-19 Vaccine Schedule	Administer
<b>6 months - 4 years</b>	Unvaccinated: 0 doses	3-dose initial series: <ul style="list-style-type: none"> <li>1st dose followed by</li> <li>2nd dose at least 4 weeks after 1st dose.</li> <li>3rd dose at least 4 weeks after 2nd dose.</li> </ul>	0.25 mL/25 µg
	1 previous dose of any Moderna COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>2nd dose at least 4 weeks after 1st dose</li> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	
	2 doses of any Moderna COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	

### Moderna, Spikevax COVID-19 Vaccine (2023-2024 Formula)

*Monovalent Moderna vaccine is no longer authorized and should not be used.*

*Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.*

	3 or more doses of Moderna COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 vaccine	Single dose of Moderna COVID-19 Vaccine <ul style="list-style-type: none"> <li>8 weeks after previous vaccine dose</li> </ul>	
	3 or more doses of Moderna COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 vaccine	Option to receive 1 additional dose at least 8 weeks (2 months) following the last recommended dose.	
<b>5-11 years</b>	Unvaccinated	3-dose initial series: <ul style="list-style-type: none"> <li>1st dose, followed by</li> <li>2nd dose at least 4 weeks after 1st dose</li> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	0.25 mL/25 µg
	1 previous dose of any Moderna COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>2nd dose at least 4 weeks after 1st dose</li> <li>3rd dose at least 4 weeks after 3rd dose</li> </ul>	
	2 doses of any Moderna COVID-19 Vaccine	Complete series: <ul style="list-style-type: none"> <li>3rd dose at least 4 weeks after 2nd dose</li> </ul>	
	3 or more doses of Moderna COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 Vaccine	Single dose of Moderna COVID-19 Vaccine <ul style="list-style-type: none"> <li>8 weeks after previous vaccine dose</li> </ul>	

### Moderna, Spikevax COVID-19 Vaccine (2023-2024 Formula)

*Monovalent Moderna vaccine is no longer authorized and should not be used.*

*Bivalent mRNA COVID-19 Vaccines are no longer recommended in the U.S. and should not be used.*

	3 or more doses of Moderna COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 Vaccine	Option to receive 1 additional dose at least 8 weeks (2 months) following the last recommended dose.	
<b>12 years and older</b>	Unvaccinated	3-dose initial series: <ul style="list-style-type: none"> <li>• 1st dose, followed by</li> <li>• 2nd dose at least 4 weeks after 1st dose</li> <li>• 3rd dose at least 4 weeks after 2nd dose</li> </ul>	Spikevax (COVID-19 vaccine, mRNA) 0.5mL/50 µg
	1 previous dose of any Moderna COVID-19 vaccine	Complete series: <ul style="list-style-type: none"> <li>• 2nd dose at least 4 weeks after 1st dose</li> <li>• 3rd dose at least 4 weeks after 2nd dose</li> </ul>	
	2 doses of any Moderna COVID-19 Vaccine	Complete Series: <ul style="list-style-type: none"> <li>• 3rd dose at least 4 weeks after 2nd dose</li> </ul>	
	3 or more doses of Moderna COVID-19 Vaccine, <b>NOT</b> including at least 1 dose of 2023-24 COVID-19 vaccine	Single dose of Moderna COVID-19 Vaccine 8 weeks after previous vaccine dose	
	3 or more doses of Moderna COVID-19 Vaccine, <b>INCLUDING</b> at least 1 dose of 2023-24 COVID-19 Vaccine	Option to receive 1 additional dose at least 8 weeks (2 months) following the last recommended dose.	

## Novavax COVID-19 Vaccines

Multi-dose series:

- No early refill allowed
- Maximum Days' Supply: 1
- Maximum Quantity: 0.5
- Quantity Limitation: 3 doses within 180 days
- Refill Limitation: 2
- Minimum Age: 12

Novavax, Adjuvanted			
<ul style="list-style-type: none"><li>• <b>Primary Series: For Beneficiaries ages 12 years or older</b></li><li>• <b>1<sup>st</sup> Booster Dose, for Beneficiaries ages 18 and older</b></li></ul> <b>Only allow the following NDCs:</b>			
NDC	Generic Name	Trade Name	Strength
80631010501	COVID vaccine 2023-24 (12 yrs. and up) XBB.1.5 (PF) 5mcg/0.5mL IM Susp (EUA)	Novavax COVID 2023-2024	5mcg/0.5mL

The table below outlines dosing of the Novavax, Adjuvanted COVID-19 Vaccine. The table is to be used for dosing only, all other items are informational:

Novavax (Monovalent Vaccine) – Protein Sub-Unit			
Age	Vaccination History	Vaccine Schedule	Administer
<b>12 years and older</b>	Unvaccinated	2-dose initial series: <ul style="list-style-type: none"><li>• 1st dose, followed by</li><li>• 2nd dose at least 3 weeks after 1st dose</li></ul>	0.50mL/50 µg
<b>18 years and older</b>	Booster Dose	At least 6 months after completion of initial series	

### 5.4.4 At-Home OTC COVID-19 Tests

Effective October 1, 2024, COVID-19 tests are no longer covered.

## 5.4.5 Oral Treatments for COVID-19

The Louisiana Medicaid Managed Care Program currently covers Paxlovid.

### Quantity Limitations:

- Paxlovid™ (nirmatrelvir tablets; ritonavir tablets): 30 tablets per 5 days

Claims submitted exceeding the above will deny with *NCPDP EC 76 – Plan Limitations Exceeded*.

### Minimum Age Limitations:

- Paxlovid™ (approved via FDA) (nirmatrelvir tablets; ritonavir tablets): 18 years and older

Claims submitted for Beneficiaries less than the age limit will deny with *NCPDP EC 60 – Product/Service Not Covered for Patient Age*.

### NCPDP Field Requirements:

NCPDP Field ID:	NCPDP Field Name	Value	Comments
423-DN	Basis of Cost (BOC) Determination	15 – Free Product or No Associated Cost Or 01 - AWP	When using a value of '15', the ingredient cost entered must be \$0.00  When using a value of '01', the ingredient cost must be \$0.01  Claims will reject <i>NCPDP EC DN – M/I Basis of Cost Determination</i> if an ingredient cost of \$0.00 and a BOC other than 15 is submitted, or if a BOC = 15 and ingredient cost is > \$0.00, or if a BOC = 01 and the ingredient cost is \$0.00.

## 5.4.6 At-Home OTC COVID-19 Tests

Effective October 1, 2024, COVID-19 tests are no longer covered.

## 5.5 Age Restrictions

The PDL may contain products with age restrictions.



When the product has either a minimum or a maximum age requirement and the Beneficiary age does not meet that requirement, the claim will reject with *NCPDP Reject Code 60 – Product/Service Not Covered for Patient Age* with supplemental message “*Age requirement not met.*”

Specific drugs/products that have age restrictions may be overridden at POS using applicable Reason for Service, Professional Service and Result of Service Codes.

## 5.6 Long-Term Care Claims

Long-Term Care (LTC) Beneficiaries can be identified by providers submitting a 03 - Nursing Facility on the incoming claim in the Patient Residence Code, *NCPDP Field ID: 384-4X* field or applicable Recipient Type Case.

- OTC medications, diabetic supplies and glucometers are considered a part of the per diem for LTC Beneficiaries. Claims submitted for these products will deny with *NCPDP EC 70 – Product/Service Not Covered* with message “*Drug not covered, included in long-term care per diem rate.*” when billed at POS for LTC Beneficiaries.
- Nebulizer medications for Beneficiaries without Medicare, who reside in a LTC facility will be reimbursed at POS.
- If a claim is submitted for a LTC Beneficiary with Medicare coverage, the claim will be denied.
- For a non-maintenance drug, a maximum of 1 month’s supply is allowed. Claims submitted for a days’ supply of 32 and greater will deny for *NCPDP EC 76 – Plan Limitations Exceeded.*
- For a maintenance drug, a one month’s supply, and up to a 90 days’ supply is allowed. Claims submitted for a days’ supply of 91 and greater will deny for *NCPDP EC 76 – Plan Limitations Exceeded.*
- LTC Beneficiaries are exempt from co-payments.
- All PA, PDL, COB and ProDUR edits will apply to LTC claims.

## 5.7 Hospice Claims

Hospice Beneficiaries can be identified by providers submitting an 11 - Hospice on the incoming claim in the Patient Residence Code, *NCPDP Field ID: 384-4X* field.

Pharmacy providers should only bill for out-patient pharmacy claims for drug products that are unrelated to the terminal illness covered by hospice.

## 5.8 Continuity of Care

Providers should contact the CSC for an override for claims submitted for newly enrolled Beneficiaries who are currently receiving a prescription drug that is not on the PDL.

### 5.8.1 Discharge from Hospital

Claims for behavioral health drugs/products (including, but not limited to, naloxone, buprenorphine containing products, and long-acting injectable antipsychotics), may be dispensed to Beneficiaries who have been discharged from a hospital for a 30 days' supply, for up to one (1) refill, or a 60 days' supply if claim submitted is for a maintenance medication.

If a claim denies for a drug or products prescribed at discharge from a hospital, providers should use Submission Clarification Code '57 – Discharge'. This SCC code will be limited to two (2) per Beneficiary, per rolling 60 days.

## 6.0 Prior Authorizations

### 6.1 Prior Authorizations

The Prime Clinical Call Center will receive PA requests for products that require PA or have clinical edits for all Medicaid Managed Care Plans. PA requests are made by the prescribing physician or the prescribing physician's agent (must be a documented agent). Requests may be initiated by telephone, fax, mail, or WebPA.

Pharmacies do have the ability to initiate a PA acting as a representative for the prescriber. Any pharmacy-initiated request submitted via WebPA will be routed to the prescriber to complete submission and verify all clinical information provided. Pharmacies will not receive PA determination letters and/or notifications. These notifications will be sent to the prescriber.

#### Physician Administered Drugs (PAD)

Physician Administered Drugs (PAD) will no longer be paid through the pharmacy benefit effective September 1, 2024. Please submit the PA request to the member's MCO Plan. Please see full listing of PAD drugs on our portal.

### 6.1.1 Fair Hearings and Appeals

A Beneficiary's managed care plan will handle all appeals and fair hearing requests. Requests for appeals or fair hearings should be submitted directly to the appropriate MCO.

Appeal requests received by Prime will be reviewed as a PA request in the following situations:

- If the request was submitted outside of allowed appeal timeframes (i.e., more than sixty (60) days from the initial denial.)
- If the request was previously denied due to lack of information (i.e., insufficient information provided to determine medical necessity.)

If the above exceptions are not met, a facsimile response will be sent back to the submitter advising of the applicable MCO.

Prime will notify requesters of their appeal rights and procedures. This information will be attached to the *Notice of Decision* facsimile or letter for the denied PA.

### 6.1.2 Grievances

Grievances can be filed at any time by the Beneficiary or an authorized representative acting on behalf of the Beneficiary. These grievances can be submitted via phone, fax, mail or via the Contact Us feature on the Louisiana Medicaid MCO web portal. Prime will handle grievances for:

- Services provided by Prime
- Prime's pharmacy network
- Services provided by any Prime third party vendor

For grievances regarding the medical benefit or services provided by the MCO, Prime will provide callers with the MCO's contact information to contact the MCO directly.

## 6.2 Emergency Supply Overrides

Medications that require a PA, may be eligible for an emergency supply when the pharmacist cannot reach the prescriber and deems the situation an emergency.

- Claims submitted for an emergency fill will be overridden by entering a *Level of Service NCPDP Field ID: 418-DI '03 – Emergency*.
- Claims indicating emergency situations should be dispensed in at least a 72-hour (3-day) supply, up to a 14-day supply, or full unbreakable package.
- Emergency fills will be limited to, 2 fills per rolling 30 days, per drug strength. Once this limit is exceeded, claims will deny with *NCPDP 76 –Plan Limitations Exceeded* and the pharmacy must call the Call Center for any further consideration.
- Beneficiaries are exempt from paying co-payments for emergency situations.
- A dispensing fee will be reimbursed for each emergency fill.
- The pharmacist must document the justification for the override in a manner that is retrievable upon audit.

**Note:** There may be instances where the Level of Service: 3 – Emergency may override edits other than a PA requirement (see [Appendix E – Point-of-Sale Edits and Overrides](#)).

### 6.2.1 Emergency Lock-in Overrides

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.

- 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.

## 6.3 Prospective Drug Utilization Review (ProDUR)

ProDUR encompasses the detection, evaluation, and counseling components of pre-dispensing drug therapy screening. The ProDUR system of Prime assists in these functions by addressing situations in which potential drug problems may exist. ProDUR performed prior to dispensing assists the pharmacists to ensure that their patients receive the appropriate medications.

Because the Prime ProDUR system examines claims from all participating pharmacies, drugs that interact or are affected by previously dispensed medications can be detected. Pharmacists use their education and professional judgments in all aspects of dispensing.

### 6.3.1 Drug Utilization Review Edits

ProDUR edits involving narcotic analgesics, sedative hypnotics, benzodiazepines, or skeletal muscle relaxants require a telephone call to the PSC to obtain an override.

The following ProDUR edits will deny for the plan:

- Drug to Drug (DD)
- Therapeutic Duplication (TD)
- Ingredient Duplication (ID)
- Maximum Daily Dosing (HD)
- Excessive Duration (MX)
- Drug to Pregnancy (PG)
- Drug to Geriatric Precautions (PA)
- Drug to Pediatric Precautions (PA)

### 6.3.2 ProDUR Overrides

The following are the NCPDP interactive **Professional Service**, **Result of Service**, **Reason for Service**, and **Submission Clarification** codes. These codes may be used to override ProDUR denials at the POS. Override codes must be entered each time an error occurs. Select therapeutic duplication may be overridden at POS.

Effective October 1, 2024, GLP-1s therapeutic duplication can no longer be overridden at POS. If a therapeutic duplication override is needed, the prescriber must complete a PA justifying the need for prescribing GLP-1 agonists outside of these limits.

Effective September 5, 2024, GLP-1s high dose can no longer be overridden at POS. If a high dose override is needed, the prescriber must complete a PA justifying the need for prescribing GLP-1 agonists outside of these limits.

**Problem/Conflict Type:** The following override codes may be used by providers for any situation in which a provider-level override is allowed for ProDUR denials.

Reason For Service Code(s) NCPDP field 439-E4	Provider Override Allowed?	Applicable Professional Service Code(s)/Description NCPDP field 440-E5	Applicable Result of Service Code(s)/Description NCPDP field 441-E6
<ul style="list-style-type: none"> <li>PA – Drug to Age</li> <li>DD – Drug to Drug Interaction</li> <li>EX – Excessive Quantity</li> <li>HD – High Dose</li> <li>NN – Unnecessary Drug</li> <li>TD – Therapeutic Duplication</li> <li>AT – Additive Toxicity*</li> </ul>	Yes	<ul style="list-style-type: none"> <li>M0 – Prescriber Consulted</li> </ul>	<ul style="list-style-type: none"> <li>1G – Filled, Prescriber Approved</li> </ul>
<ul style="list-style-type: none"> <li>ID – Ingredient Duplication</li> </ul>	Yes	<ul style="list-style-type: none"> <li>M0 – Prescriber Consulted</li> <li>P0 – Patient Consulted</li> <li>R0 – Pharmacist Consulted, Other</li> </ul>	<ul style="list-style-type: none"> <li>1A – Filled As Is, False Positive</li> <li>1B – Filled Prescription As Is</li> <li>1C – Filled, With Different Dose</li> <li>1D – Filled, Different Direction</li> <li>1E – Filled, With Different Drug</li> <li>1F – Filled, Different Quantity</li> <li>1G – Filled, Prescriber Approved</li> </ul>
<ul style="list-style-type: none"> <li>MX – Excessive Duration</li> </ul>	Yes	<ul style="list-style-type: none"> <li>M0 – Prescriber Consulted</li> </ul>	<ul style="list-style-type: none"> <li>1A – Filled As Is, False Positive</li> <li>1B – Filled Prescription As Is</li> <li>1C – Filled, With Different Dose</li> <li>1D – Filled, Different Direction</li> <li>1E – Filled, With Different Drug</li> </ul>

Reason For Service Code(s) NCPDP field 439-E4	Provider Override Allowed?	Applicable Professional Service Code(s)/Description NCPDP field 440-E5	Applicable Result of Service Code(s)/Description NCPDP field 441-E6
			<ul style="list-style-type: none"> <li>• 1F – Filled, Different Quantity</li> <li>• 1G – Filled, Prescriber Approved</li> <li>• 2A – Prescription Not Filled</li> <li>• 2B – Not Dispensed, Directions Clarified</li> </ul>
<ul style="list-style-type: none"> <li>• * Claims submitted for an opioid, where the beneficiary has an active benzodiazepine in history and the claim denies for concurrent use (conflict code AT), may be overridden with the applicable codes above.</li> </ul>			

All ProDUR alert messages appear at the end of the claim's adjudication transmission. Alerts appear in the following format:

Alerts	
Format	Field Definitions
Reason for Service	Up to three characters. Code transmitted to pharmacy when a conflict is detected (e.g., ER, HD, TD, DD).
Severity Index Code	One character. Code indicates how critical a given conflict is.
Other Pharmacy Indicator	One character. Indicates whether the dispensing provider also dispensed the first drug in question. <ul style="list-style-type: none"> <li>• 1 = Your Pharmacy</li> <li>• 3 = Other Pharmacy</li> </ul>
Previous Date of Fill	Eight characters. Indicates previous fill date of conflicting drug in YYYY/MM/DD format.
Quantity of Previous Fill	Five characters. Indicates quantity of conflicting drug previously dispensed.
Database Indicator	One character. Indicates source of ProDUR message. <ul style="list-style-type: none"> <li>• 1 = First Databank</li> <li>• 4 = Processor Developed</li> </ul>
Other Prescriber	One character. Indicates the prescriber of conflicting prescription.



Alerts	
Format	Field Definitions
	<ul style="list-style-type: none"> <li>• 0 = No Value</li> <li>• 1 = Same Prescriber</li> <li>• 2 = Other Prescriber</li> </ul>

## 7.0 Coordination of Benefits (COB)

LDH is always the payer of last resort. Providers must bill all other payers first and then bill the Beneficiary's MCO. COB edits will be applied when Third-Party Liability (TPL) exists for the Beneficiary on the DOS of the claim.

TPL refers to:

- An insurance plan or carrier
- A program
- A commercial carrier

The plan or carrier can be:

- An individual
- A group
- Employer-related
- Self-insured; and a self-funded plan

The terms *Third-Party Liability* and *other insurance* are used interchangeably to mean any source other than the plan that has a financial obligation for health care coverage.

## 7.1 COB General Instructions

### 7.1.1 COB Process

COB processing requires that the **Other Payer Amount Paid**, **Other Payer ID**, **Other Payer Date**, and **Other Payer Patient Responsibility** be submitted on the claim to the plan.

Pharmacy providers are asked to submit the TPL carrier code when coordinating claims for payment with a primary payer.

System returns **Other Payer** details in the "COB Response Segment" (items returned are subject to information received on the Beneficiary's COB records):

Other Payer Coverage Type	Other Payer ID Qualifier
Other Payer ID	Other Payer Processor Control Number (PCN)
Other Payer Cardholder ID	Other Payer Group ID

Other Payer Person Code	Other Payer Help Desk Phone Number
Other Payer Patient Relationship Code	Other Payer Benefit Effective Date
Other Payer Benefit Termination Date	

Reimbursement will be calculated to pay the lesser of the LDH's maximum Medicaid allowed amount or the Other Payer Patient Responsibility as reported by the primary carrier, less than the third-party payment.

The following are values and claim dispositions based on pharmacist submission of standard NCPDP TPL codes. Where applicable, it has been noted which **Other Coverage Code** (NCPDP Field # 308-C8) should be used based on the error codes received from the primary.

TPL Codes		
NCPDP Field #308-C8	When to Use	Submission Requirements/Responses
0 – Not Specified	OCC 0 is allowed; submit when Beneficiary does not have TPL.	Claim will reject with a 41 error if Beneficiary record has TPL. Claim should be submitted to the primary payer for payment.
1 – No Other Coverage	OCC 1 is allowed; submit when Beneficiary does not have TPL.	When the Beneficiary has TPL on file and the OCC 1 is submitted, the claim will continue to reject for NCPDP 41. Claim should be submitted to primary payer for payment.
2 – Exists Payment Collected	OCC 2 is accepted	Claim will process
3 – Exists Claim Not Covered	OCC 3 is accepted	Claim will process but must be submitted with one of the reject codes listed in the <a href="#">OCC 3-Other Payer Reject Code list</a> .
4 – Exists Payment Not Collected	OCC 4 is accepted	Claim will process
8 – Claim Billing for a Co-pay	OCC 8 is not accepted	Claim will reject

## 7.2 Medicare Part B Crossover Claims

Medicaid will only pay a crossover claim for Beneficiaries who are Qualified Medicare Beneficiaries (QMBs) when Medicaid services are covered. Other claims will deny as “non-covered.”

Claims that deny due to Beneficiary having primary insurance through Medicare will deny with *NCPDP EC AE – QMB (Qualifier Medicare Beneficiary) – Bill Medicare* with the additional message “*Bill Medicare Part B.*”

Pharmacy providers must always bill Medicare first. Claims will be considered for payment when the claim has been approved by Medicare Part B as follows:

- Full charges for a Medicare Part B-eligible drug are applied when the Medicare Part B annual deductible has NOT been met.
- If Medicare Part B denied payment on the claim and the charge was applied to the Beneficiary’s Medicare Part B annual deductible, then **the pharmacy MUST submit:**
  - Specific Medicare Part B Other Payer ID
  - Other Coverage Code = 4
  - Other Payer Amount Paid = \$0.00
- Co-pay charges for a Medicare Part B eligible drug are applied when the Medicare Part B annual deductible has been met, and **the pharmacy MUST submit:**
  - Specific Medicare Part B Other Payer ID
  - Other Coverage Code = 2
  - Other Payer Amount Paid = Amount Paid by Medicare Part B

## 7.3 Medicare Part D COB

LDH does not support wrap-around/secondary coverage for Beneficiaries with Medicare Part D coverage or are eligible for Part D coverage, as identified on the Beneficiary record for Medicare Part D covered products.

Claims will deny with *NCPDP EC 620 – This Product/Service May Be Covered Under Medicare Part D* and return the additional message “*Bill Medicare Part D*” for Beneficiaries who have active Medicare Part D coverage or are eligible for Part D coverage, as identified on the Beneficiary record, and the product is Medicare Part D covered.

Claims submitted for a Medicare Part D excluded drug will continue through the adjudication process for Beneficiaries with Medicare Part D coverage.

## 7.4 Other Insurance COB

Claims submitted for Beneficiaries with third-party coverage other than Medicare Part B or Part D will adjudicate as indicated in the below grid, when using the specified Other Coverage Code(s) (OCC). If the appropriate COB fields are not submitted, the claim will deny for *NCPDP 6G – COB/Other Payments Segment Required for Adjudication*.

- If a TPL is on file and OCC 0 or 1 are used, claims will deny with *NCPDP EC 41 – Submit Bill To Other Processor or Primary Payer*.
- COB claims are allowed to bypass PA, quantity limit and age limit denials when the other insurance carrier has paid at least \$0.01 on the claim and the pharmacy submits an *OCC 2 – Other Coverage Exists – Payment Indicated*.
- All edits will apply when the pharmacy bills a primary payer, and the claim pays but the payment collected is \$0 (when the pharmacy submits *OCC 4 – Other Coverage Exists – Payment Not Collected*).
- The provider prescription fee of \$0.10 does not count as payment from the primary.
- If the TPL and co-pay are greater than LDH allowable amount, Prime will pay at \$0.00 and therefore, will not send a negative amount in the Amount Paid field.

Other Coverage Code (OCC)	Description	Allowed
0	Not Specified	Yes – If no TPL on file
1	No Other Coverage	Yes – If no other coverage found, claim will pay.
2	Other Coverage Exists Payment Collected	Yes
3	Other Coverage Billed – Claim Rejected	Yes
4	Other Coverage Exists – No Payment Indicated	Yes
8	Claim Billing for Patient Financial Responsibility	No

## 7.5 OCC 3 Reject Codes

COB claims will deny for Standard TPL when the pharmacy submits an OCC = 3 (Other Coverage Found Claim Not Covered) indicating the Other Payer denied the claim and the Other Payer Reject Code is not found in the below table. These claims will deny with *NCPDP EC 6E – M/I Other Payer Reject Code* with the supplemental message “*Other Payer Reject Code not allowed.*”

Reject Code	Reject Code Description
63	<i>Institutionalized Patient Product/Service Not Covered</i>
65	<i>Patient is Not Covered</i>
67	<i>Filled Before Coverage Effective</i>
69	<i>Filled After Coverage Terminated</i>
70	<i>Product/Service Not Covered</i>
71	<i>Prescriber ID is Not Covered</i>
A5	<i>Not Covered Under Part D Law</i>

## 8.0 Compound Claims

All compounds must be submitted using the NCPDP version D.0 standard multi-ingredient compound functionality. Therefore, all ingredients must be identified, their units must be indicated, and the ingredient cost for each ingredient must be submitted on the claim.

At least one item in the compound must be a covered drug. Any component of a compound requiring PA will necessitate an approval prior to receiving payment. For additional information, refer to the *Payer Specification* document on the Plan Portal.

### Important Notes:

- In order for compound claims to adjudicate and reimburse appropriately, providers should enter the following information in the applicable fields of the **Claim Segment** header:
  - A Compound Code (NCPDP Field ID: 406-D6) value of '2 – Compound' should be entered to identify the claim as a multi-ingredient compound.
  - A value of '00 – Not Specified' in the Product/Service ID Qualifier (NCPDP Field ID: 436-E1) field.
  - A value of '0' in the Product/Service ID (NCPDP Field ID: 407-D7) field.
- The specific NDCs for each ingredient of the compound should be entered in the Compound Product ID (NCPDP Field ID: 489-TE) field.
- A Submission Clarification Code (NCPDP Field ID: 420-DK) value of "8" only allows a claim to continue processing if at least one ingredient is covered. Non-rebateable ingredients will process with the submission clarification code, but only rebateable ingredients are eligible for reimbursement.
- The Compound Type (NCPDP Field # 996-G1) is required to be submitted on all compound claims. If this field is not submitted, the claim will reject.
- Compound claims must contain at least two ingredients, including one active/payable ingredient. Single ingredient claims will deny with *NCPDP EC 7Z – Compound Requires Two or More Ingredients* with supplemental message "Compounds with container NDC must also include at least one active compounded ingredient."
- Compounding' does not include reconstitution of a drug pursuant to a manufacturer's direction(s), nor does it include the sole act of tablet splitting or crushing, capsule opening, or the addition of flavoring agent(s) to enhance palatability.
- The Department will accept up to 25 ingredients. Compound claims with more than 25 ingredients will not be accepted and will deny with *NCPDP 9K – Cmpd Ing Component Cnt Exceeds Num Ing Supported*.
- Pharmacies must transmit the same NDC numbers that are being used to dispense the medication.
- If total cost is not equal to the sum of the ingredients' cost, the claim will deny.

- Multiple instances of an NDC within a compound will not be allowed. These claims will deny with *NCPDP 21 – M/I Product/Service ID* with supplemental message *“Duplicate compound ingredients are not allowed”*.
- Compounds will be limited to a \$250.00 total ingredient cost. Claims submitted that exceed \$250.00 will reject with *NCPDP EC 78 – Cost Exceeds Maximum* with the additional message *“Ingredient cost exceeded. Prior Authorization required.”*
- Duplicate edits are applied regardless of the compound status of the claim.

## 8.1 Fields Required for Submitting Multi-Ingredient Compounds

On the **Claim** Segment:

- Enter **Compound Code** (NCPDP Field # 406-D6) of “2.”
- Enter **Product/Service ID** (NCPDP Field # 407-D7) as “0” on the claim segment to identify the claim as a multi-ingredient compound.
- Enter **Product/Service ID Qualifier** (NCPDP Field # 436-E1) as “00” to identify the product as a multi-ingredient compound.
- Enter **Quantity Dispensed** (NCPDP Field # 442-E7) of entire product.
- Enter **Gross Amount Due** (NCPDP Field # 430-DU) for entire product.
- **Submission Clarification Code** (NCPDP Field # 420-DK) = Value “8” will only be permitted for POS (not valid for paper claims) and should be used only for compounds.

On the **Compound** Segment:

- **Compound Dosage Form Description Code** (NCPDP Field # 450-EF)
- **Compound Dispensing Unit Form Indicator** (NCPCP Field # 451-EG)
- **Compound Route of Administration** (NCPCP Field # 452-EH)
- **Compound Ingredient Component Count** (NCPCP Field # 447-EC) (Maximum of 25)

For each line item:

- **Compound Product ID Qualifier** (NCPCP Field # 488-RE) of “00”
- **Compound Product ID** (NCPDP Field # 489-TE)
- **Compound Ingredient Quantity** (NCPDP Field # 448-ED)
- **Compound Ingredient Cost** (NCPDP Field # 449-EE)

## 9.0 340B Drug Discount Program

Section 340B of the Public Health Services Act (PHSA) requires drug manufacturers that receive reimbursement from state Medicaid programs to supply drugs to the 340B Drug Pricing Program at a discounted rate. The Office of Pharmacy Affairs (OPA) of the Bureau of Primary Health Care at the Health Resources and Services Administration (HRSA) administers the program.

To participate in the 340B program, eligible entities must register with HRSA. Recertification must be completed annually, and 340B drugs may only be dispensed by eligible organizations to eligible Beneficiaries.

HRSA maintains a national 340B exclusion file for use by all state Medicaid programs during drug rebate invoicing. The file is available to the public at:

<https://340bopais.hrsa.gov/medicaidexclusionfiles>.

All 340B covered entities are required to determine whether their Medicaid claims are “carved-in” or “carved-out” of their 340B program.

- “Carved-In” means that all drug claims billed to Medicaid are dispensed from regular stock purchased through the 340B program.
- “Carved-Out” means that all drug claims billed to Medicaid are dispensed from regular stock not purchased through the 340B program.
- Each covered entity attests to its status to HRSA and only those that carve all Medicaid Beneficiaries into their 340B programs are excluded from each state’s drug rebate program.

Duplicate discounts are prohibited in the 340B Drug Pricing Program.

To identify 340B claims and receive applicable reimbursement, providers must submit both a SCC (NCPDP Field ID: 420-DK) of ‘20 – 340B’, and a Basis of Cost Determination (NCPDP Field ID: 423-DN) of ‘08 – 340B/Disproportionate Share Pricing/Public Health Service’.

Claims submitted using a provider who is not “carved-in” to the 340B program and a SCC of ‘20-340B’ or Basis of Cost (BOC) Determination of ‘08 – 340B/Disproportionate Share Pricing/Public Health Service’ will deny with *NCPDP EC 6Z – Provider Not Eligible to Perform Service/Dispense Product* with the additional message “340B claims not allowed for non 340B pharmacies. Remove SCC 20 and/or BOC 08 and resubmit claim.”

Claims submitted using a provider who is “carved-in” to the 340B program without a SCC 20 will reject with *NCPDP 34 – M/I Submission Clarification Code* with additional message of “340B pharmacy must submit SCC 20 for 340B claims.”

Claims submitted using a provider who is “carved-in” to the 340B program without a BOC 08 will reject *NCPDP EC DN – M/I Basis of Cost Determination* with the additional message of “340B pharmacy must submit BOC 08 for 340B claims.”



**Note:** Claims submitted for Hepatitis Direct Acting Anti-Viral agents will deny when submitted as a 340B claim.

## 10.0 Provider Reimbursement

### 10.1 Provider Reimbursement Rates

For all drugs and supplies (other than vaccinations), the following reimbursement logic is always used.

#### Local Pharmacy Reimbursement:

Local Pharmacy means any Louisiana domiciled pharmacy which meets the definition in Louisiana RS 46:460.36.

Claims shall be reimbursed at the lesser of:

1. the National Average Drug Acquisition Cost (NADAC), if available, or the Wholesale Acquisition Cost (WAC) plus the Professional Dispensing Fee.; or
2. the Federal Upper Limit (FUL), if available, plus the Professional Dispensing Fee.; or
3. the Usual and Customary Charge.

#### 10.1.1 Local Pharmacy Professional Dispense Fee

Local Pharmacies will be reimbursed a professional dispensing fee established by LDH and approved by CMS and as published at <https://www.ldh.la.gov/>.

#### 10.1.2 Local Specialty Drug Reimbursement

Specialty Drug Reimbursement for Local Pharmacy shall be reimbursed at the greater of:

1. The reimbursement amount above (*Local Pharmacy Reimbursement*), or *Section 10.1.3 Specialty Drug Reimbursement*.

### 10.1.3 Specialty Drug Reimbursement

Specialty drugs shall be reimbursed at the lesser of:

1. The contracted rate below; or
2. The Usual and Customary Charge.

The contracted rates are as follows:

YEAR	Specialty AWP Discount	Specialty Dispense Fee
October 1, 2023 to September 30, 2024	AWP – 18.75%	\$0.00
October 1, 2024 to September 30, 2025	AWP – 18.90%	\$0.00
October 1, 2025 to September 30, 2026	AWP – 19.05%	\$0.00

### 10.1.4 Non-Local Provider Reimbursement Rate

Non-Local Provider Reimbursement rates including retail drug reimbursement, specialty drug reimbursement and dispense fees, are established by the specific fee schedules agreed to within the *Prime Pharmacy Solutions LA Medicaid MCO Addendum*. Please refer to your signed *Pharmacy Agreement*.

Contact the Prime Pharmacy Networks Department at:  
[rxnetworksdept@primetherapeutics.com](mailto:rxnetworksdept@primetherapeutics.com) for a copy of most recent pharmacy contract.

### 10.1.5 Local Specialty Drug Reimbursement

Specialty Drug Reimbursement for Local Pharmacy shall be reimbursed at the greater of:

1. The NADAC, if available, or the WAC plus the Professional Dispensing Fee.; or
2. The FUL, if available, plus the Professional Fee.; or
3. The Usual and Customary Charge; or
4. The Specialty drug reimbursement rates including dispense fees, established by the specific fee schedules agreed to within the *Prime Pharmacy Solutions LA Medicaid MCO Addendum*, which may be renegotiated or added to from time to time.

### 10.1.6 Vaccines

Refer to *Vaccines* for reimbursement information.

## 10.2 Maximum Allowable Cost

Prime Maximum Allowable Cost (MAC) program lists pricing for drugs that are reimbursed at an upper limit per unit price, based on current market sources. All products are reviewed on a

regular basis and will be adjusted as needed based on market conditions. Prime MAC lists are updated at a minimum every seven (7) days or in accordance with applicable law. If the availability of a drug becomes limited, the MAC will be suspended, or the drug may be permanently removed from MAC lists at Prime's sole discretion. The drug may be added back when Prime market sources confirm adequate supply and distribution.

## 10.2.1 MAC Reimbursement Inquiry and Review Process

Pharmacies can appeal Prime MAC pricing by sending an appeal to email or fax below.

- Email at [MACAppeals@primetherapeutics.com](mailto:MACAppeals@primetherapeutics.com)
- Fax at 877-823-6373. If a fax is sent, an email address is required so a response may be provided.
- Phone Monday through Friday 8:00 AM – 4:00 PM CT at 888-277-5510 Option 1
- Mail to: Attn: MAC Appeal-2900 Ames Crossing Road-Eagan, MN 55121
- Forms for submission can be located at [www.lamcopbmpharmacy.com/mac-appeals](http://www.lamcopbmpharmacy.com/mac-appeals)

The following information needs to be provided to initiate the appeal process:

- A copy of the original invoice that contains the purchase price of the drug being appealed.
- Pharmacy NPI or NCPDP, member ID, Rx #, and date of fill.
- Generic drug name, and NDC #
- Brief explanation as to the nature of the appeal.
- The sources currently used to determine MAC pricing are Cardinal, Amerisource, and Anda wholesale price lists, and NADAC published by CMS. MRx reserves the right to change any pricing source at any time.
- Once a MAC pricing appeal is submitted, the MAC Pricing Specialist will investigate the claim and proceed based on the following situations:
- ALL submitted and verified MAC related appeals will receive an email confirmation that the appeal has been entered into the database and will be reviewed for a MAC pricing change within 7 business days.
- Within 7 days, the Pharmacy provider and LDH will receive written notification of the outcome of the MAC appeal.
- LDH has the authority to overturn the MAC appeal decision and written notification will be provided.
- Appeals submitted for drug NDC's that are not on the Prime Therapeutics MAC list or a claim that has been entered as usual and customary and/or submitted will be returned as a non-MAC related issue and appeal will be closed.
- The appeal will remain on file for continual review for up to 90 days.

## 11.0 Pharmacy Relations

All Providers interested in participating in the Prime Rx Pharmacy network must meet credentialing requirements and submit the following:

- Participating Provider Agreement
- Louisiana Specific Addendum

To enroll, please visit the following:

- <https://web.primetherapeutics.com/provider/landingPhone>: 800-441-6001 opt 5
- Hours: Monday–Friday 8:00 a.m.–5:00 p.m. EST

## 12.0 Credentialing and Quality Management

All Network Pharmacy Providers must comply with credentialing and quality management initiatives required by PBM. Network Pharmacy Provider agrees to provide PBM with documentation and other information which may be needed in connection with such initiatives. PBM may request copies of all documents required for the credentialing of a Network Pharmacy Provider at any time. Appropriate documents must be provided within 14 days of receipt of notification.

### 12.1 Independent Pharmacy

The following documents are requested and validated during the initial credentialing process:

- Provider Credentialing Pharmacy Credentialing Application Form
- Disclosure Form
- Provider State license, including state license number. Must not expire in the next 30 days.
- Full Unrestricted Provider/Pharmacist Drug Enforcement Administration (DEA) license schedules 2-5 including registrant number. Must not expire in the next 30 days.
- Insurance Certificate of Liability – Policy shall be in an amount no less than \$1,000,000 per occurrence and \$3,000,000 in aggregate per policy year. Must not expire in the next 30 days.
- Pharmacist In Charge (PIC) license with no restrictions, limitations, or sanctions within the most recent three-years.
- Provider Federal Employee ID Number (EIN)
- Provider State Medicaid number

Recurring credentialing as required in the Plan contracts, or at a minimum every three years, is conducted and the following documents are requested from the Provider and validated:

- Disclosure Form
- Independent Pharmacy Recredentialing Form

- Provider State license, including state license number. Must not expire in the next 30 days.
- Full Unrestricted Provider/Pharmacist DEA license schedules 2-5 including registrant number. Must not expire in the next 30 days.
- Insurance Certificate of Liability – Policy shall be in an amount no less than \$1,000,000 per occurrence and \$3,000,000 in aggregate per policy year. Must not expire in the next 30 days.
- PIC license with no restrictions, limitations, or sanctions within the most recent three-years
- Provider Federal Employee ID Number (EIN)
- Provider State Medicaid number

## 12.2 Pharmacy Services Administration Organization (PSAO)

For participants in the Prime Rx network, recertification is conducted annually, and the following documents are requested from the PSAO within 14 days of receipt of the notification.

- Attestation of Compliance Form completed and signed.
- PSAO Store Affiliation Spreadsheet
  - Each pharmacy's state license number should be listed.
  - Each pharmacy's state license number should be active.
  - Each pharmacy's Full Unrestricted Provider/Pharmacist DEA license schedules 2-5 including registrant number should be listed.
  - Each pharmacy's DEA license number should be active.
- Insurance Certificate of Liability Attestation that attests that the organization ensures that all PSAO participating pharmacies have liability insurance – \$1,000,000 per occurrence and \$3,000,000 in aggregate and copies of said insurance will be provided upon request, when necessary. Must not expire in the next 30 days.

### 12.2.1 Pharmacy Chains

For participants in Prime Rx network, recertification is conducted annually, and the following documents are requested from the Chain within 14 days of receipt of the notification.

- Attestation of Compliance Form completed and signed.
- Chain Store Affiliation Spreadsheet
  - Each pharmacy's state license number should be listed.
  - Each pharmacy's state should be active.
  - Each pharmacy's Full Unrestricted Provider/Pharmacist DEA license schedules 2-5 including registrant number should be listed.
  - Each pharmacy's DEA license number should be active.

- Must submit Insurance Certificate of Liability – Policy shall be in an amount no less than \$1,000,000 per occurrence and \$3,000,000 in aggregate per policy year. Must not expire in the next 30 days.

In addition, during initial Provider recruitment and recredentialing, the provider's information will be searched through federal level data, state level data, and data available from all publishing jurisdictions in the United States for all publish disciplinary and licensing boards for all published professions within those jurisdictions. All excluded or sanctioned providers will be reviewed to determine whether any new providers for Medicaid or Medicare networks managed by Prime are on the reviewed lists. The list will be provided by:

- The OIG ([https://oig.hhs.gov/exclusions/exclusions\\_list.asp](https://oig.hhs.gov/exclusions/exclusions_list.asp));
- General Services Administration List of Parties Excluded from Federal Procurement Programs;
- State Medicaid Exclusions;
- DEA;
- Client Exclusions (if provided); and
- Numerous regulatory, licensing, and registration agencies.

### Reporting Suspected FWA and Overpayments

Prime expects providers and their staff and agents to report any suspected cases of fraud, waste, abuse, or overpayments. To ensure ongoing compliance with federal law, if you determine that you have received an overpayment from Prime, you are obligated to report the overpayment and the reason for overpayment in writing and to return the overpayment to Prime within sixty (60) calendar days of the date on which the overpayment was identified.

Reports of suspected FWA may be made to Prime via one of the following methods:

- Prime PI FWA Hotline: 1-800-349-2919
- Special Investigations Unit email: [FraudTipHotline@primetherapeutics.com](mailto:FraudTipHotline@primetherapeutics.com)
- Facsimiles sent to the SIU (877-290-1555)
- Physical address via USPS, FedEx, or other delivery service:  
Prime Therapeutics  
Attn: Pharmacy Audit & SIU  
2900 Ames Crossing Rd  
Eagan, MN 55121
- Anonymous Compliance Hotline: Phone: 800.474.8651
- Anonymous Email: [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com)

## 12.3 Pharmacy Audits and Investigations

### 12.3.1 Audit Purpose and Policy

Prime's Special Investigations Unit (SIU) provides oversight to the pharmacy compliance audit program, which consists of daily claim reviews as well as desktop and onsite audits.

### 12.3.2 Audit vs. Investigations

An audit is an objective and systematic assessment of how well a provider/program is performing as well as meeting expectations and applicable regulations. This is a routine process and can happen at any time. An investigation is usually undertaken in response to reports of misconduct. It is a process of detailed examination to achieve certain objectives. During an investigation, SIU may also interview the pharmacy, staff, or Beneficiary, conduct background checks, and conduct other analyses. When applicable, SIU may report findings to the applicable regulatory agency or client.

### 12.3.3 Desk Audits

A desk audit is conducted by an auditor via email, fax, or mail rather than in person. During each desk audit, we audit a larger number of claims and refills by reviewing the prescription records, labels, signature logs, and any other relevant documentation.

### 12.3.4 Onsite Audits

An instore compliance audit is conducted by an auditor in person at a pharmacy. During each onsite audit, we audit prescriptions and associated refills, conduct a compliance review that includes, but is not limited to, validation of proper licenses, review of regulatory practice requirements and general compliance training. We also review a sample of the signatures in the pharmacy's patient signature log, and validate licenses for out-of-state pharmacy permits, if applicable.

### 12.3.5 Access to Pharmacy Records

Please note that all claims submitted to Prime are subject to audit or investigation regardless of the final claim status. This includes claims that are paid, reversed, denied, and rejected. Pharmacies are expected to maintain and make available to Prime all appropriate documentation and records that support a claim or an element of a claim. This includes transaction logs and records, receipts of payment, and other records.

Documentation should not be altered or created in preparation for an audit or investigation. If a pharmacy is missing documentation, the pharmacy should contact the auditor or Prime SIU and provide an explanation for the missing documentation.

Denying access to records or failure to respond to any audit/investigation request will be treated as a failure to comply with an audit/investigation. If a pharmacy fails to comply with an audit/investigation, Prime may recover any overpayments associated, implement disciplinary action, or terminate the pharmacy with cause from the national network, with LDH approval where applicable.

Pharmacies must allow Prime adequate access to records related to Prescription Drug Services provided under the Agreement. This includes, but is not limited to:

- Wholesaler invoices and pedigrees
- Prescription orders
- Signature log/delivery log
- Licensing
- Proof of insurance
- Dispensing history
- Proof of copay collection, if applicable
- Business agreements or contracts with Prescribing Providers
- Bill of sale documentation regarding Pharmacy purchase, when applicable
- Past and current employee lists
- Standard operating procedures

Prime reviews these records to compare the submitted claim information to the original source documentation, such as the prescription order and other relevant documentation, to confirm the accuracy and legitimacy of the claim submitted to Prime.

Prime may request invoice and purchase documentation from wholesalers, manufacturers, and distributors to ensure that the pharmacy had sufficient quantity of certain drugs to substantiate the claims submitted. Said documentation must be provided directly to the auditor by the wholesaler, manufacturer, or distributor—not the pharmacy. If shortages of supply are identified or where documentation is not supplied, all claims associated with the shortages identified are subject to overpayment recovery.

Pharmacies must not photograph or record (either audio or video) interactions with Prime personnel, including telephone discussions, onsite compliance audits, security camera footage or other interactions without Prime's prior written consent. Such activity may result in termination of the Pharmacy Participation Agreement, with LDH approval.



### 12.3.6 Audit Process

All compliance audits will be conducted in accordance with applicable contractual and regulatory requirements. Compliance audits will include the following steps:

Advance notice will be provided to pharmacies (for on-site audits) unless suspected fraud has been identified. When suspected fraud has been identified, no advance notice is required. Prime, and our vendors, will work with pharmacies to make reasonable accommodations when scheduling on-site compliance audits and to ensure minimal disruption to pharmacy operations during the audit process.

A list of documentation required for the review will be provided (along with the required timeframe and submission method for desk audits).

We will review the records to ensure their accuracy and compliance with regulatory and contractual requirements. When on-site we may also interview staff, review policies and procedures and other relevant documentation and will observe staff interactions with customers. Our audit staff comply with all applicable privacy regulations.

Once records have been reviewed, a preliminary report of the findings is provided. It will include a detailed list of the discrepancies found, a reference to the contractual or regulatory requirement(s) in question, and guidelines for any opportunity to contest the initial findings. Some findings may not allow for submission of additional documentation due to their nature (e.g., wrong patient or prescriber selected).

The compliance audit will be closed, and a final report issued once the additional documentation has been reviewed or the time to submit additional documentation has closed. Any changes to the preliminary results based upon the review of additional documentation will be reflected in the final report.

### 12.3.7 Expenses

Pharmacies may not charge Prime for personnel time involved in responding to Prime's oversight activities. Each pharmacy is responsible for its own expenses, including production of any records it provides to Prime.

## 12.4 Prescription Requirements

“Prescription hard copies” are written prescriptions, refill authorizations, institutional orders, verbal or telephoned orders, facsimile (fax) orders, prescription transfers and electronic prescriptions that the Pharmacy relies on at the time of dispensing. To qualify as an electronic prescription, the electronic prescription must be noted prior to dispensing and must clearly record, in a manner that cannot be altered, the system-assigned user and date and time stamp to take the place of hard copy documentation.

The Pharmacy must retain all documentation related to a prescription claim in accordance with the Pharmacy Participation Agreement and applicable state and federal laws.

A prescription is considered valid when the original prescription order contains the following information at the time of dispensing:

Full name, address and date of birth of the Covered Person

Date of Issuance

Full name, NPI, and telephone number of the Prescribing Provider and, if the prescription is for a Controlled Substance, the Prescribing Provider’s DEA number. If the Prescribing Provider did not include their NPI/DEA number(s) on the prescription hard copy, then the Pharmacy is responsible for acquiring the Prescribing Provider ID and/or the Prescribing Provider’s DEA number either from the Pharmacy’s claims system or by contacting the Prescribing Provider

The Pharmacy must document correct Prescribing Provider ID on the prescription hard copy or on a prescription label, affixed to the back of the prescription hard copy

Name of medication and strength prescribed

Quantity authorized by the Prescribing Provider

Specific dosage change — The medication dispensed to the Covered Person must be labeled with the Prescribing Provider’s direction for use. The Pharmacy must obtain specific directions for use to accurately dispense the prescription. Directions must be more specific than “Use as Directed.” The direction “As Directed” is not allowed. Directions may be obtained through direct communication with the Prescribing Provider and must be documented on the prescription hard copy. The medication dispensed to the Covered Person must be labeled with the specific directions for use obtained from the Prescribing Provider. For drugs that are administered on a sliding scale, such as insulin, the Pharmacy must obtain and document the dosage range or maximum per day prior to dispensing.

Substitution instructions with appropriate documentation — When medically necessary, the Prescribing Provider may write “brand necessary” or “brand medically necessary” on the prescription (including electronic prescriptions) or, the certification must be written in the prescriber’s handwriting on a signed and dated attachment (which may be faxed) to the prescription.

Refill — If there are no refills indicated by the Prescribing Provider, the Pharmacy should assume that no refills are authorized. If refills are added to a prescription, the Pharmacy must retain written documentation of the authorization and assign a new prescription number.

Prescription number —The prescription hard copy must be labeled with the corresponding prescription number. If the prescription is for a drug under a federally regulated program, including, but not limited to, iPLEDGE or S.T.E.P.S. Data 2000, the Pharmacy must document the authorization number obtained from the program on the prescription hard copy before dispensing.

Documentation of the date the prescription was received and the name of the caller for verbal or telephoned prescription orders, changes to prescription order, or clarification to any order.

Prescription hard copies missing one or more of the required elements may be considered invalid.

### **12.4.1 Prescription Label Requirements**

The prescription label must contain the following elements, in addition to other elements required by state and federal guidelines:

- Full name of Covered Person
- Full name of Prescribing Provider
- Full name and strength of medication dispensed
- Quantity of medication dispensed
- Specific directions for use
- Prescription number
- Number of refills authorized
- Date medication was dispensed

### **12.4.2 Compound Prescription Requirements**

In addition to the above information a compound worksheet with detailed NDC, quantity and expiration dates of components is required for each compound claim.

### 12.4.3 Signature Logs

Pharmacies are expected to comply with all state and federal regulatory requirements related to signature logs. Unless otherwise specified by state or federal law, Prime will accept the following signature log documentation. All signature log documentation must tie back to the prescription-in-question as well as the specific date of service in cases of multiple refills. If you have questions about acceptable formats, please contact us at [pharmacyaudit@primetherapeutics.com](mailto:pharmacyaudit@primetherapeutics.com)

**Manual Signature Logs** – typed or handwritten logs maintained to track in-pharmacy patient pick up displaying the Beneficiary’s actual physical signature and pick-up date.

**Delivery Manifests** – a list of drugs that may contain multiple Beneficiaries to documentation shipped to a location with a signature line at the bottom and displaying the Beneficiary’s actual physical signature (not to be confused with “delivery confirmations”).

**Delivery Confirmations** – these are third-party delivery confirmations from UPS, FedEx, USPS, or other delivery companies that can be linked back to the prescription-in-question.

**Point-of-Sale** – electronic signature for receipt are permitted only if retrievable upon audit and kept on file by the pharmacy.

### 12.4.4 Usual & Customary Pricing

Just as with all claim elements, pharmacies are expected to enter accurate U&C pricing for all claims submitted. U&C charged by the pharmacy to the general public at the time of dispensing should be the same price as a cash paying customer for the same drug. U&C does not include prices associated with discount from manufacturers or coupons from manufacturers. However, loyalty programs affiliated with a pharmacy for cash such as a \$4.00 prescription are subject to usual and customary charges.

If the pharmacy alters the U&C price in order to increase claim payment without a true change of the cash price charged to the general public is considered a violation of the provider agreement. The pharmacy must be able to communicate the U&C price to Prime and supply proof of a cash prescription upon request. This could include, but not be limited to, redacted transaction receipts or records. Failure to provide sufficient documentation may result in pharmacy provider education, overpayment recovery, and/or termination from the network, with LDH approval.

### 12.4.5 Test Claims

Pharmacies must not submit test claims of prescriptions that were intended to be reversed; are false or nonexistent; contain “dummy” or false NPI or Beneficiary cardholder ID numbers; or were never requested by the Beneficiary or prescriber.

## 12.4.6 Review of Claim Submission

Prime will, at a minimum, verify the following claim elements when evaluating a prescription:

**Covered Person** — The prescription must contain the full name of the Covered Person and the correct Covered Person Identification Card number.

**Date of issuance** — The date of issuance must be on the prescription.

**Drug name and strength** — The NDC on the claim must correspond with the specific drug and strength prescribed and dispensed. Reasonable efforts must be made to select the most cost-effective form of a prescribed drug or generic equivalent, except when the brand is preferred on the LDH Single PDL. The Pharmacy must submit the originally prescribed product to determine if the drug is covered by Medicaid.

**NDC** — The NDC on the claim must correspond to the NDC used to dispense the prescription.  
**Price** — The accuracy of the calculating and submitting price is based on the NDC and quantity used to dispense the product.

**Product Selection Code (PSC)** — PSC submissions will be verified. If the generic is not available to the market, the Pharmacy must document on the original hard copy and submit the claim with a DAW-8.

**Quantity** — The Pharmacy must dispense the quantity as written and supported by the dosing directions unless the quantity written exceeds the Covered Person's Benefit Plan, the quantity written is for greater than the amount needed for the time frame needed based on use instructions (e.g., writing for twenty [20] doses per month when directions are to infuse three [3] times weekly) or the quantity written is intended to be dispensed only if certain situations occur (e.g., hemophilia bleed dose replacement upon submission of infusion records). The Pharmacy must comply with POS messaging, including, but not limited to, messaging regarding the Covered Person's Benefit Plan limit and must document the reason for dispensing a lesser quantity on the original prescription. If the POS messaging on the claim requires a PA, the Pharmacy must follow POS messaging and must not reduce the quantity. To prompt accurate POS messaging, the Pharmacy must accurately represent the days' supply based on the quantity dispensed and directions for use on the prescription order.

**Days' supply** — The Pharmacy must submit the correct days' supply, based on directions for use. The Pharmacy must submit the number of consecutive days the prescription drug will last. Overstating the days' supply may impact future refills, while understating the days' supply may exceed the Covered Person's Benefit Plan. The most common days' supply errors occur when dispensing inhalers, insulin and medications with intermittent dosing. The Pharmacy must submit the correct days' supply based on the quantity dispensed and the directions for use on the prescription order. Pharmacists are expected to exercise professional judgement when entering days' supply for all claims submitted. If needed, the pharmacy should call the Prime helpdesk for override assistance.

**Refill instructions** — Refill history must be reviewed to confirm that the prescription was not refilled in excess of the prescription order. If additional refills are authorized, the Pharmacy must obtain the appropriate prescription order based on the drug class.

**Claim edits** — If the Pharmacy receives specific messaging when a claim is submitted, the Pharmacy must ensure that documentation is maintained to support the use of dynamic PA, DUR overrides and the use of Submission Clarification Codes.

**Prescribing Provider ID number** — The Pharmacy must enter the correct and valid Prescribing Provider's ID number on the claim submission.

Prime relies on the original documentation provided in the audit or an investigation. Documentation that conflicts with or is inconsistent with the documentation provided in response to an audit or investigation will not be accepted during the appeal process.

### **12.4.7 Insulin and Diabetic Supplies**

#### **12.4.8 Return to Stock**

Prime SIU does not promote the breaking of insulin packages. Pharmacists should fill these prescriptions as written by the prescriber whenever possible and submit the correct days' supply. If a plan's limit is exceeded, call the Prime helpdesk to request an override. Pharmacies should be mindful of potential refill too soon issues as a result of entering an incorrect days' supply. Return to Stock

Pharmacies should ensure that all prescriptions that were billed but not picked up by the Beneficiary are returned to stock and the claim reversed within fourteen (14) business days of the claim submission. Failure to return prescription to stock may result in overpayment recovery.

#### **12.4.9 Off-Label Use of Drugs for Not Medically Accepted Indications**

Paid claims associated with drugs that are billed and dispensed for intended uses that are not generally regarded as Medically Accepted Indications (MAIs), including for dosage strengths and routes of administration that are not consistent with manufacturer prescribing information, are subject to overpayment recovery, with LDH approval. When reviewing claims, clinical auditors/investigators may request documentation to support appropriate dispensing of medications based on standard industry practice including but not limited to documentation of scientific evidence that meets the expectation will demonstrate efficacy and safety for the requested use.

## **12.4.10 Override and Submission Clarification Codes**

Just as with all claim elements, pharmacies are expected to enter accurate override and submission clarification codes for all claims submitted. Pharmacies are expected to maintain and make available for audit if requested all relevant documentation and records to support the use of any override or submission clarification codes. Failure to provide sufficient documentation may result in overpayment recovery.

## **12.4.11 Use of Pharmacy-Created Pre-Printed Prescription Forms**

Pharmacies should never use pre-printed prescription forms generated in advance by the pharmacy to solicit a prescriber's authorization of a new medication for a Beneficiary without being expressly requested to do so by the Beneficiary or Prescriber. Claims associated with such prescription requests are subject to overpayment recovery. Refill requests and prescriber-originated pre-printed prescription forms are not impacted by this section.

## **12.4.12 Telemarketing and Soliciting Practices**

Pharmacies shall not engage in deceptive marketing practices, such as cold call telemarketing, online or in-person soliciting, or recruitment practices to obtain Beneficiary information for the purposes of billing claims without the Beneficiary's explicit knowledge of each individual claim submitted. If the pharmacist or staff knows or suspects that a true patient-doctor relationship does not exist between the Beneficiary and the prescriber, the pharmacy must confirm whether the patient-doctor relationship exists before dispensing. Pharmacies found to be engaged in deceptive or unethical marketing and billing practices will be subject to termination with cause from the network, with LDH approval, and/or overpayment recovery.

## **12.4.13 Disclosure of Ownership**

Pharmacies are expected to comply with all state and federal laws related to ownership and potential conflicts of interest, including the Stark Law where applicable. As part of the credentialing process, pharmacies may be required to complete a Disclosure of Ownership form. The pharmacy must report to the Network Department any changes or new ownerships that occur outside of the credentialing cycle. Failure to disclose changes or additions to ownership can result in termination with cause from the Network, with LDH approval.

## **12.4.14 Non-resident Permits**

Pharmacies must ensure that they maintain the proper licensure for each state it operates, including in states where medications are mailed or delivered to the Beneficiary. Failure to maintain proper non-resident permits can result in termination with cause from the Network, with LDH approval.



### 12.4.15 Professional Judgement

Pharmacists are expected to exercise professional judgement when dispensing and comply with all state and federal regulations. For example, where quantities appear to exceed MAIs, pharmacists should consult with the authorizing prescriber.

### 12.4.16 Inappropriate Billing Practices / Violations

The following is a partial list of inappropriate billing practices / violations which could be perpetrated by a Network Pharmacy Provider resulting in claims being partially or fully recovered. In addition, legal or other action may be taken against the pharmacy, including immediate termination of the Provider Agreement, with LDH approval:

- Billing multiple payers for the same prescriptions, except as required for coordination of benefits transactions
- Incorrect billing to secondary payers to receive increased reimbursement
- Missing, invalid, illegible, or wrong prescriptions including (but not limited to) prescription missing patient name, doctor name/signature, directions for use, date written, strength, quantity, DEA number (CII-CV drugs), and other required elements
- Billing for a legend or OTC drug without a prescription except where required by law
- Incorrect day supply
- Billing for a quantity of a drug that is different than the quantity dispensed
- Wrong drug, prescriber, Beneficiary, or pack size
- Exceeds/overfilled quantity including but not limited to billing for a quantity of a legend drug that exceeds the total prescribed quantity
- Billing for a greater vial size than what is necessary to supply the ordered dose
- Billing for drugs that are cyclic as continuous days' supply (e.g., 28-day cycle billed as 21 days)
- Billing for drugs as days of administration rather than number of consecutive days the prescription drug will last (e.g., 28-day injection billed as 1 day). Note: this may be subject to plan supply limitations and provider may need to call for override
- Billing a maintenance dose concomitantly with a start kit or loading dose
- Billing multiple loading doses instead of the appropriate subsequent maintenance doses
- Inappropriate use of product selection codes (also known as dispense as written [DAW] codes), Submission Clarification Codes (SCCs) and dynamic PAs
- Claims phishing to identify a drug that is covered (e.g., a Pharmacy submits a claim for one drug, receives a reject or reverses the claim, and resubmits for a new drug within a short period of time)
- Overriding DUR rejects without properly resolving and documenting the resolution



- Misrepresenting or falsifying information to obtain a paid claim, including but not limited to submitting incorrect information on claims that may lead to inappropriate bypass of benefit exclusions, DUR messages, other Benefit Plan edits, or other POS edits or messaging
- Prescription splitting to bypass POS messaging requiring a PA
- Documenting a payment from the primary payor when only the provider fee (\$0.10) is paid, bypassing POS and PA edits
- Billing for brand-name drugs when generic drugs are dispensed
- Undocumented substitution
- Submitting claims with an NDC other than the NDC from the package from which the product was dispensed
- Billing an incorrect dosage form (e.g., billing for a tablet when a powder is used to dispense the prescription)
- Billing for non-covered prescriptions as covered items
- Billing for prescriptions that are never picked up (including not reversing claims that are processed when prescriptions are filled but never picked up)
- Billing for numerous prescriptions without providing prescriptions to Covered Persons
- Refill too soon or unauthorized refill
- Missing or incomplete/invalid signature log
- Drug diversion
- Invalid prescription transfer
- Failed to respond to audit
- Beneficiary denied receiving prescription or prescriber denied authorizing prescription
- Patient safety (dosage)
- Billing for a higher priced drug when a lower priced drug was prescribed or dispensed
- For general LTC dispensing, billing more than once per month for Federal Legend Drugs for Covered Persons in an LTC facility where Short-Cycle Dispensing is not allowed
- Billing compound products in a manner inconsistent with Prime's credentialing criteria or the compound billing requirements described in the Compound Drugs Billing Guidelines of this Manual
- Applying an expiration date on the prescription order that is earlier than the date the product expires according to the manufacturer
- Misrepresenting or failing to report an accurate U&C
- Billing the Covered Person for any associated audit and/or investigation recovery
- Misrepresenting or failing to report an accurate origin code
- Billing an NDC or drug that was never purchased by the Pharmacy
- Billing for drugs associated with wholesaler invoices that the respective wholesaler denies providing to the Pharmacy because the drugs were not purchased from the wholesaler

- Billing for drugs from a wholesaler that cannot provide drug ancestry or pedigree documentation supporting the legitimate purchase record of the drug
- Submitting a claim for a non-FDA approved drug (such as compound kits and patches)
- Billing for weight-based drugs without weight dosing calculations
- Failing to implement documentation or process changes communicated in a previous audit
- Billing high-cost products when lower-cost equivalent products are available, except when brand is preferred over the generic
- Billing the same drug in two different dosage forms concomitantly without documentation of medical necessity
- Billing for drugs that the Covered Person did not authorize or receive, including unauthorized or improper drug shipments.
- Billing for drugs that the Prescribing Provider did not order
- Billing for Pharmacy pre-selected services and/or products
- Billing for services and/or products that are not clinically appropriate
- Billing for drugs utilizing another Pharmacy's credentials
- Billing in a manner to bypass Network contract status
- Billing for drugs when the Covered Person and the Prescribing Provider did not have a valid Patient-Prescribing Provider relationship
- Billing for a therapeutic interchangeable medication without contacting the Prescribing Provider before the claim is submitted to confirm the interchange
- Billing for prescriptions during posted business hours when the Pharmacy is not physically open.
- Mail order Pharmacies running overnight batch billing is not considered to be an immediate unacceptable billing practice, but may be reviewed for potential audit
- Other state/federal laws not followed or miscellaneous discrepancies

## 12.5 Appeals of Audit Results

### 12.5.1 Audit Appeal Process

Pharmacies have sixty (60) calendar days from the date the final audit report is issued by Prime (or Prime's vendor) to submit an appeal or submit a request for a one-time thirty (30) calendar day extension.

Appeals must be submitted in writing and include the Pharmacy's name, the claims/prescriptions appealed, any additional documentation not provided at the time of audit and an explanation of the appeal. Audit findings, including associated recoveries, will be deemed finalized if an appeal is not received from the Pharmacy within the sixty (60) calendar days from the date of notification of the audit findings or ninety (90) calendar days if an extension was requested.

Documentation provided by the Pharmacy as part of its audit appeal may result in additional findings. Appeal results are considered final. For a copy of *Prime's Pharmacy Audit Guidelines and Appeal Form*, visit Prime's website at <https://www.primetherapeutics.com/resources/audit-guidelines/>.

Documentation that conflicts with the initial documentation submitted will not be accepted during the appeal process.

Prescribing Provider or Covered Person attestations received to support the manner in which a claim is submitted must be received directly from the Prescribing Provider or Beneficiary.

Appeals received after the due date of sixty (60) calendar days (or ninety (90) calendar days with extension) will not be considered.

### **12.5.2 Pharmacy Provider Education**

Prime may disseminate Louisiana Medicaid approved policy to pharmacy providers when discrepancies are found. Pharmacies subject to re-education are monitored to determine whether the identified issues have been remediated. If issues are not resolved to the satisfaction of Prime, Prime may take additional remedial action, as permitted by the Agreement with LDH Pharmacy approval.

### **12.5.3 Pharmacy Investigations**

Prime may conduct an investigation of any Pharmacy when Prime suspects or identifies potential FWA activity. During an investigation, Prime may request access to the Pharmacy's facilities, personnel and any supporting documentation to support claims submitted to Prime during the period under investigation. Pharmacies may not receive notification in advance of an onsite investigation. Timing of communications and reports to the Pharmacy may vary. Prime will issue applicable reporting to the Pharmacy throughout the investigative process. Prime reserves the right to terminate all Pharmacies under the same ownership or control based on the results of an investigation, with LDH approval. Pharmacies must comply with investigations that Prime conducts.

### **12.5.4 Remediation Action**

Pharmacy audits and investigations may identify a Pharmacy's failure to comply with Prime's terms and conditions. As noted in the *Introduction to Prime Therapeutics*, failure to comply with Prime's contractual terms and conditions, including, but not limited to, those described in this Manual, as revised, may result in pharmacy provider re-education, payment suspension, full or partial financial recoupment, termination from participation in any network, termination of the Agreement, or other remediation actions, as determined by Prime, with LDH approval. A Pharmacy may be immediately terminated from any network or the Agreement upon Prime's receipt of any evidence of a Pharmacy engaging in FWA, with LDH approval.

### 12.5.5 Termination Appeals

Pharmacies have thirty (30) days from the date of notification of termination or an extended time as required by law to submit a termination appeal. Appeals must be submitted in writing and include the Pharmacy's name and an explanation of the appeal. Terminations will be deemed finalized if an appeal is not received from the Pharmacy within the applicable appeal period or an extended time frame as required by law. Pharmacy termination appeals must be submitted in writing to the Pharmacy Network Contracting department by **Fax at 877.823.6373** or by **email to: Termination@PrimeTherapeutics.com**.

## 13.0 Definitions, Abbreviations, and Acronyms

Term	Definition
AAC	Actual Acquisition Cost
AWP	Average Wholesale Pricing
BOC	Basis of Cost
CAP	Corrective Action Plan
CDC	Centers for Disease Control and Prevention
CMS	Center for Medicare & Medicaid Services
COB	Coordination of Benefits
CSC	Clinical Support Center
CT	Central Time
DAW	Dispense as Written
DEA	Drug Enforcement Administration
DESI	Drug Efficacy Study Implementation
EIN	Employee ID Number
FDA	Food & Drug Administration
FUL	Federal Upper Limit
FWA	Fraud, Waste, and Abuse
GSN	Generic Sequence Number
HIC3	Hierarchical Ingredient Code 3
HRSA	Health Resources and Services Administration
ICD-10	International Statistical Classification of Disease – 10th Revision
IRS	Identical, Related, and Similar
LABP	Louisiana Board of Pharmacy
LaCHIP	Louisiana Children's Health Insurance Program
LDH	Louisiana Department of Health
LEIE	List of Excluded Individuals and Entities
LTC	Long-Term Care
LTE	Less than Effective
MAC	Maximum Allowable Cost
MAIs	Medically Accepted Indications
MCOs	Managed Care Organizations
MME	Morphine Milligram Equivalent
NADAC	National Average Drug Acquisition Cost
NCPDP	National Council for Prescription Drug Programs
NDC	National Drug Code
NPI	National Provider Identifier
OCC	Other Coverage Code

Term	Definition
OIG	Office of Inspector General
OPA	Office of Pharmacy Affairs
OTC	Over the Counter
PAD	Physician Administered Drugs
PAs	Prior Authorizations
PBM	Pharmacy Benefits Manager
PDL	Preferred Drug List
PHI	Protected Health Information
PHSA	Public Health Services Act
POS	Point-of-Sale
Prime	Prime Therapeutics State Government Solutions LLC
ProDUR	Prospective Drug Utilization Review
PSAO	Pharmacy Services Administration Organization
PSC	Pharmacy Support Center
QMBs	Qualified Medicare Beneficiaries
RetroDUR	Retrospective Drug Utilization Review
SCCs	Submission Clarification Codes
SCHIP	State Children's Health Insurance Program
SIU	Special Investigations Unit
TPL	Third-Party Liability
TPN	Total Parenteral Nutrition
UAC	User Administration Console
U&C	Usual and Customary
UCF	Universal Claim Form
UOM	Unit of Measure
VFC	Vaccines for Children
WAC	Wholesale Acquisition Cost

## 14.0 Appendix A - Directory

Provider Services	Phone Number/Email/Web Address	Availability/Comments
Prime Pharmacy Call Center (will connect callers to both the PSC & CSC)	Phone: 1-800-424-1664 Fax: 1-800-424-7402	Monday–Friday 7:00 AM to 7:00PM CT After-hour support is available 24 hours a day, 7 days a week
Prime LA MCO Web Portal	1-800-424-1664 <a href="https://www.lamcopbmpharmacy.com">https://www.lamcopbmpharmacy.com</a>	Monday–Friday 7:00 AM to 7:00PM CT After-hour support is available 24 hours a day, 7 days a week
Prime Provider Network Portal	1-800-441-6001 opt 5 <a href="https://web.primetherapeutics.com/provider/landing">https://web.primetherapeutics.com/provider/landing</a>	Monday–Friday 8:00 AM to 5:00 PM CT
Check Write and Remittance Advice (RA) to pharmacies	<a href="mailto:providerrelations@primetherapeutics.com">providerrelations@primetherapeutics.com</a>	Monday-Friday 8:00 AM.-5:00 PM CT
Prime Paper Claims	Prime Rx Claims, Attn: LA MCO Paper Claims Department 11013 W. Broad St., Suite 500, Glen Allen, VA 23060	Only a UCF will be accepted.
Prime PI FWA Hotline	Phone: 1-800-349-2919 Fax: 1-877-290-1555 <a href="mailto:FraudTipHotline@primetherapeutics.com">FraudTipHotline@primetherapeutics.com</a> Prime Therapeutics, LLC Attn: Pharmacy Audit & SIU 2900 Ames Crossing Rd Eagan, MN 55121	Monday-Friday 9:00 AM to 5:00 PM CT Voicemail is available on weekends, evenings, and corporate holidays.
Anonymous Compliance	Phone: 800.474.8651 Email: <a href="mailto:reports@lighthouse-services.com">reports@lighthouse-services.com</a>	24-hour hotline
Louisiana Department of Health Provider Enrollment.	1-833-641-2140 <a href="https://ldh.la.gov/page/4125">https://ldh.la.gov/page/4125</a>	Monday–Friday 8:00 AM to 5:00 PM CT
<a href="#">Aetna Better Health of Louisiana</a> , MCO	1-855-242-0802	8:00 AM -5:00 PM CT
<a href="#">AmeriHealth Caritas Louisiana, Inc.</a> , MCO	1-888-756-0004	Monday – Friday 7:00 AM – 6:00 PM CT
<a href="#">Healthy Blue</a> , MCO	1-844-521-6941	Monday – Friday 7:00 AM – 7:00 PM CT

Provider Services	Phone Number/Email/Web Address	Availability/Comments
<a href="#">Humana Healthy Horizons in Louisiana</a> , MCO	1-800-448-3810 <a href="mailto:LAProviderRelations@humana.com">LAProviderRelations@humana.com</a>	Monday – Friday 7 a.m. to 7p.m. CT
<a href="#">Louisiana Healthcare Connections</a> , MCO	1-866-595-8133	Monday – Friday 7 a.m. to 7p.m. CT
<a href="#">UnitedHealthcare Community Plan</a> , MCO	1-866-675-1607	Monday – Friday 7 a.m. to 7p.m. CT






## 15.0 Appendix B – Beneficiary ID Card Examples

As mentioned in *Section 3.1 Beneficiary Identification Card*, below are examples of ID cards for each of the six (6) MCO health plans.



### Aetna Better Health of Louisiana

<b>Aetna Better Health® of Louisiana</b> Healthy Louisiana			
<b>Member ID#</b> HPZZ000002262 <b>Member</b> KELLY, SARBINA	<b>Effective Date</b> 08/01/2016	<b>AetnaBetterHealth.com/Louisiana</b> 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062	
<b>PCP</b> SMITH, CHERYL A <b>Address</b> 123 MAIN ST, BATON ROUGE, LA <b>PCP Phone/24 Hours</b> 1-318-212-7520	<b>Pharmacy Copay</b> \$0 - \$3 RxBIN:025986 RxPCN:1214172240 RxGRP:LAMCOPBM Pharmacy Services: 1-800-424-1664 www.lamcopbmpharmacy.com	<b>Members</b> Member Services & Filing Grievance 24/7 Behavioral Health Crisis Line 24/7 Nurse Line 24/7 1-855-242-0802 Fraud & Abuse Hotline 1-855-725-0288 Non-Emergency Medical Transportation	
	THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.	<b>Emergency care:</b> If you are having an emergency, call 911 or go to the closest hospital. You don't need preapproval for emergency transportation or emergency care in the hospital.	
MELA1		<b>Send medical/behavioral health claims to:</b> Aetna Better Health of Louisiana PO Box 982962 El Paso, TX 79998-2962	
MAGELLAN MEDICAID ADMINISTRATION		<b>Send pharmacy paper claims to:</b> Magellan Rx Claims 11013 W Broad St, Ste 500 Glen Allen, VA 23060	
MAGELLAN MEDICAID ADMINISTRATION		<b>Provider Services and Prior Authorizations</b> 1-855-242-0802 1-800-424-1664 (Pharmacy Services)	
MAGELLAN MEDICAID ADMINISTRATION		<b>Medical Electronic Claims</b> Payer ID 128LA	
MAGELLAN MEDICAID ADMINISTRATION		LA1	


### AmeriHealth Caritas Louisiana, Inc

			
<b>Doe, John</b> <b>Member ID:</b> 12345678 <b>Sex:</b> M <b>Effective:</b> MM/DD/YYYY <b>Plan code:</b> XXX/XXX	<b>Primary care provider (PCP):</b> <b>PCP last name, PCP first name</b> <b>Group name</b> <b>Address</b> <b>City, State ZIP</b> <b>PCP phone number:</b> X-XXX-XXX-XXXX (and PCP after hours number, if applicable) <b>PBM:</b> Magellan Rx <b>11013 W. Broad Street, Suite 500</b> <b>Glen Allen, VA 23060</b> <b>Phone:</b> 1-800-424-1664 <b>RxBIN:</b> 025986 <b>RxPCN:</b> 1214172240 <b>RxGroup:</b> LAMCOPBM	<b>P.O. Box 83580, Baton Rouge, LA 70884</b> <b>www.amerhealthcaritasla.com</b>	
	MAGELLAN MEDICAID ADMINISTRATION	<b>Always carry your AmeriHealth Caritas Louisiana card. You'll need it to get your benefits.</b> Go to your AmeriHealth Caritas Louisiana primary care practitioner (PCP) for medical care. <b>Emergency room:</b> Go to an emergency room near you when you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP. <b>Out-of-area care:</b> Report out-of-area care to AmeriHealth Caritas Louisiana and your PCP within 48 hours. <b>Nonemergency medical transport (NEMT):</b> For transportation services, call 1-888-913-0364.	
MAGELLAN MEDICAID ADMINISTRATION		<b>Member Services and filing grievances or appeals</b> 1-888-756-0004 or TTY 1-866-428-7588 <b>Provider Services and prior authorization</b> 1-888-922-0007 <b>Report Medicaid fraud</b> 1-800-488-2917 <b>To speak with a nurse anytime</b> 1-888-632-0009 <b>24-hour Mental Health and Substance Use Crisis Line</b> 1-844-211-0971 <b>Pharmacy Member Services</b> 1-800-424-1664 or TTY 711 <b>Pharmacy Provider Services</b> 1-800-424-1664 <b>AmeriHealth Caritas Louisiana Claims Processing</b> P.O. Box 7322 London, KY 40742	

## Healthy Blue

 <b>Healthy Blue</b>		<b>Medicaid</b>	
<b>JOHN Q SAMPLE</b> Member ID 123456789		Primary care provider (PCP):  Address:  Telephone #: After-hours #:	
		Effective date:	
		RxBIN: 025986 RxPCN: 1214172240 RxGRP: LAMCOPBM	

 <b>Healthy Blue</b>		<a href="http://myhealthyblue.com">myhealthyblue.com</a>	
<b>Members:</b> Please carry this card at all times. Show this card before you receive medical care (except emergencies). If you have an emergency, call 911 or go to the nearest emergency room. To file an appeal or grievance, call Member Services.		<b>Member Services:</b> 844-521-6941 <b>Appeals or grievances:</b> 844-521-6941 <b>TTY:</b> 711 <b>24/7 NurseLine:</b> 866-864-2544 <b>24/7 Behavioral Health Crisis:</b> 844-812-2280 <b>Rides to covered services:</b> 866-430-1101 <b>Vision services:</b> 800-787-3157 <b>Pharmacy Member Services:</b> 800-424-1664 <b>Help for pharmacists:</b> 800-424-1664 <b>Providers:</b> 844-521-6942 <b>Providers Services/PA:</b> 844-521-6942	
<b>Providers/hospitals:</b> For preapproval and billing information, call 844-521-6942. For emergency admissions, notify Healthy Blue within 24 hours after treatment.		<b>Any person other than the member using this card is fraud. Louisiana Medicaid Fraud and Abuse Hotline: 800-488-2917</b>	
<b>Pharmacies:</b> Submit claims using Magellan Rx claims, 11013 W. Broad St., Suite 500, Glen Allen, VA 23060. For technical help, call 800-424-1664.		<b>Healthy Blue</b> 10000 Perkins Rowe, Suite G-510 Baton Rouge, LA 70810	
LA providers submit medical claims to availity.com or Healthy Blue. Providers outside LA submit claims to the local Blue plan.		Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.	
LA01 1023			

## Humana Healthy Horizons in Louisiana

<b>Humana Healthy Horizons in Louisiana</b> A Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.		<b>Magellan Medicaid Administration</b>	
<b>MEMBER NAME</b> <b>Member ID: HXXXXXXXXX</b>			
Effective Date: XX/XX/XX RxGRP: LAMCOPBM RxBIN: 025986 RxPCN: 1214172240 PCP Name: XXXXXXXXXX PCP Office/24 Hour Number: XXX-XXX-XXXX PCP Address: XXXXXXXXXX		Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.	

<b>Member/Provider Services &amp; Grievances:</b> 1-800-448-3810	
Member Transportation Services: 1-844-613-1638 24-Hour Nurse Advice Line: 1-800-448-3810 24-Hour Behavioral Health Crisis Line: 1-844-461-2848 Member Reporting Medicaid Fraud: 1-800-488-2917 Member Pharmacy Help Desk: 1-800-424-1664 Pharmacy Prior Authorization: 1-800-424-1664	
TTY, call 711   Please visit us at: <a href="http://Humana.com/HealthyLouisiana">Humana.com/HealthyLouisiana</a> Please mail claims to or go to <a href="http://Availity.com">Availity.com</a> <b>Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601</b> <b>Magellan Rx Claims, 11013 W. Broad St., Suite 500, Glen Allen, VA 23060</b>	

## Louisiana Healthcare Connections

 <b>louisiana healthcare connections™</b> <b>Name:</b> SAMANTHA CATHERINE RODRIGUEZ DOE <b>ID #:</b> 1234567891011 <b>DOB:</b> 01/19/2000 <b>Effective:</b> 01/08/2020 <b>Primary Care Provider:</b> JANE HEBERT DOE <b>Address:</b> 1234 South Cypress Street Bayouville, LA 71234 <b>Phone/24 hours:</b> (318) 555-1234 / (318) 555-5678 <b>Magellan Rx Management</b> Member Pharmacy Help: 1-800-424-1664 RXBIN    RXPCN    RXGRP 025986    1214172240    LAMCOPBM		<b>FOR MEMBERS</b> <b>Member Services:</b> 1-866-595-8133 (TTY: 711) - Questions about your benefits - 24/7 free nurse advice - A ride to medical appointments - Comments and complaints <b>24/7 Mental Health and Substance Use Crisis Support:</b> 1-844-677-7553 <b>Mailing Address:</b> Louisiana Healthcare Connections P.O. Box 84180, Baton Rouge, LA 70884 <b>Report Medicaid Fraud:</b> 1-800-488-2917 In an emergency, call 911 or go to the nearest emergency room.	<b>FOR PROVIDERS</b> <b>Provider Services and Prior Authorization:</b> 1-866-595-8133 <b>Send Claims to:</b> Louisiana Healthcare Connections Attn: Claims P.O. Box 4040 Farmington, MO 63640-3826 <b>EDI Payor ID:</b> 68069 Pharmacy Help and Prior Authorization: 1-800-424-1664  <b>LouisianaHealthConnect.com</b>
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## UnitedHealthcare Community Plan

 <b>United Healthcare Community Plan</b> Health Plan (80840) <b>911-87726-04</b> <b>Member ID:</b> 002200417 <b>Group:</b> LABYHP <b>Member:</b> NEW ENGLISH <b>PCP Name:</b> DOUGLAS GETWELL <b>PCP Phone/24 hours:</b> (225) 756-5633 OUR LADY OF THE LAKE PHYSICIAN GROUP 8415 GOODWOOD BLVD STE 100 BATON ROUGE, LA 708067851 <b>Transportation Services:</b> 1-866-726-1472 0501 <small>Administered by UnitedHealthcare of Louisiana, Inc.</small>		<b>Payer ID:</b> 87726  <b>RxBin:</b> 025986 <b>RxGrp:</b> LAMCOPBM <b>Rx PCN:</b> 1214172240	<p>In an emergency go to nearest emergency room or call 911. <small>Printed: 05/18/23</small></p> <p>This card does not guarantee coverage. By using this card you agree to the release of medical information as stated in your Member Handbook. To find a provider or file a grievance call Member Services or visit <a href="http://www.MyUHC.com/CommunityPlan">www.MyUHC.com/CommunityPlan</a>.</p> <table border="0"> <tr> <td><b>For Members:</b></td> <td>1-866-675-1607</td> <td>TTY 711</td> </tr> <tr> <td><b>NurseLine:</b></td> <td>1-877-440-9409</td> <td>TTY 711</td> </tr> <tr> <td><b>Report Fraud:</b></td> <td>1-800-488-2917</td> <td>TTY 711</td> </tr> <tr> <td><b>Behavioral Health &amp; Addiction Crisis Line:</b></td> <td colspan="2">1-866-232-1626 TTY 711</td> </tr> </table> <hr/> <b>Provider/Prior Auth:</b> <a href="http://UHCprovider.com/LAcommunityplan">UHCprovider.com/LAcommunityplan</a> 1-866-604-3267 <b>Claims:</b> PO Box 31341, Salt Lake City, UT 84131-0341  Magellan Claims, 11013 W Broad St., Ste 500, Glenn Allen, VA 23060 Member Pharmacy Help Desk/Rx Prior Auth: 1-800-424-1664	<b>For Members:</b>	1-866-675-1607	TTY 711	<b>NurseLine:</b>	1-877-440-9409	TTY 711	<b>Report Fraud:</b>	1-800-488-2917	TTY 711	<b>Behavioral Health &amp; Addiction Crisis Line:</b>	1-866-232-1626 TTY 711	
<b>For Members:</b>	1-866-675-1607	TTY 711													
<b>NurseLine:</b>	1-877-440-9409	TTY 711													
<b>Report Fraud:</b>	1-800-488-2917	TTY 711													
<b>Behavioral Health &amp; Addiction Crisis Line:</b>	1-866-232-1626 TTY 711														

## 16.0 Appendix C – Cost Ceiling Exceptions

As mentioned in *Section 4.3.2 – Cost Ceiling*, all drugs will be subject to a cost ceiling, **except** for the products in the table below.

Cost Ceiling		
All drugs will be subject to a cost ceiling, <b>except</b> for the products mentioned below. The products below do not have limitations based on cost.		
Drug Code	Description	Comments
<b>HIC3:</b> M0C, M0E, M0P, M0M, M0K, M0F, M0F, M0I	Bleeding Disorder (Antihemophilic factors, ITP, etc.)	
<b>HIC3:</b> W7K	Immune Globulins	
<b>TC:</b> 30	Antineoplastic Agents	
<b>HIC3:</b> N1B, N1C, N1E, N1F, N1G	Colony Stimulating Factors	
<b>TC:</b> 48	Anticonvulsant Agents	
<b>TC:</b> 07	Antipsychotics and Antidepressants	The following HICLs will not be included in the exception and therefore the cost ceiling will apply: <b>HICL:</b> 000113 – Clonidine HCL 000120 – Guanfacine HCL 010865 – Modafinil 024703 – Atomoxetine HCL 034868 – Armodafinil 045666 – Solriamfetol HCL
<b>TC:</b> 11		
<b>HICL:</b> 040927	Hetlioz	
<b>HIC3:</b> Z2E, S2J, Z28, M0L, Z2U, S2Q, L1A, H0E, V4D, C7J	Immunosuppressive Agents	
<b>HIC3:</b> C7I, W5A, W5I, W5L, W5O, W5T, W5Z, W0I, W5J, W5M, W5P, W5U, W5G, W0E, W5C, W5K, W5N, W5Q, W5X, W0B, W5G, W5Y, W0D, W0E, W0G, W0H, W0J, W0K, W0N, W5O <b>HICL:</b> 044568, 044791, 045679	Antiviral Agents (including Hepatitis and HIV Agents)	
<b>HIC3:</b> B0B, B0F <b>HICL:</b>	Cystic Fibrosis Agents (Kalydeco, Orkambi, etc.)	

Cost Ceiling		
All drugs will be subject to a cost ceiling, <u>except</u> for the products mentioned below. The products below do not have limitations based on cost.		
Drug Code	Description	Comments
036792, 041620, 016926 <b>GSN:</b> 064682, 067462 <b>NDC:</b> 51167033101		
<b>HIC3:</b> N1H	Sickle Cell Medications	
<b>HIC3:</b> L1A	Systemic Antipsoriatic Agents	
<b>HIC3:</b> D7F	Bile Agents	
<b>HIC3:</b> B0D	Respiratory Agents	
<b>HIC3:</b> P1A, P1M, P1P	Systemic Hormonal Agents	
<b>HIC3:</b> B1B	Pulmonary Hypertension Agents	
<b>HSN:</b> 049283	Agamree (Vamorolone)	
<b>HSN:</b> 047629	Bimzelx	
<b>HSN:</b> 046765	Evrysdi (Risdiplam)	
<b>HSN:</b> <b>049475</b>	Winrevair	
<b>HSN:</b> <b>040967</b>	Otezla	
<b>GSN:</b> 082394	Hemostatics	
<b>GSN:</b> 063599, 074870	Growth Hormones	
<b>GSN:</b> 050813	Xyrem	
<b>GSN:</b> 065483	Ventavis	
<b>GSN:</b> 067588	Veletri	
<b>GSN:</b> 051970	Zavesca	

## 17.0 Appendix D – Opioid Quantity and MME Limit Exceptions

As referenced in 4.8.2 *Opioid Limitations* listed in the below table are diagnosis codes that are exempt from opioid quantity limits and the 90 MME per day limit.

ICD-10-CM Diagnosis Code	Description
T20.2*	Burn of second degree of head, face, and neck
T20.3*	Burn of third degree of head, face, and neck
T20.6*	Corrosion of second degree of head, face, and neck
T20.7*	Corrosion of third degree of head, face, and neck
T21.2*	Burn of second degree trunk
T21.3*	Burn of third degree trunk
T21.6*	Corrosion of second degree of trunk
T21.7*	Corrosion of third degree of trunk
T22.2*	Burn of second degree of shoulder and upper limb, except wrist and hand
T22.3*	Burn of third degree of shoulder and upper limb, except wrist and hand
T22.6*	Corrosion of second degree of shoulder and upper limb, except wrist and hand
T22.7*	Corrosion of third degree of shoulder and upper limb, except wrist and hand
T23.2*	Burn of second degree of wrist and hand
T23.3*	Burn of third degree of wrist and hand
T23.6*	Corrosion of second degree of wrist and hand
T23.7*	Corrosion of third degree of wrist and hand
T24.2*	Burn of second degree of lower limb, except ankle and foot
T24.3*	Burn of third degree of lower limb, except ankle and foot
T24.6*	Corrosion of second degree of lower limb, except ankle and foot
T24.7*	Corrosion of third degree of lower limb, except ankle and foot

ICD-10-CM Diagnosis Code	Description
T25.2*	Burn of second degree of ankle and foot
T25.3*	Burn of third degree of ankle and foot
T25.6*	Corrosion of second degree of ankle and foot
T25.7*	Corrosion of third degree of ankle and foot
D57.0*	Hb-SS disease with crisis
D57.21*	Sickle-cell/Hb-C disease with crisis
D57.41*	Sickle-cell thalassemia, unspecified, with crisis
D57.81*	Other sickle-cell disorders with crisis
C00.*-C96.*	Cancer
Z51.5	Palliative Care

\* any number or letter or combination of UP TO FOUR numbers and letters of an assigned ICD-10-CM diagnosis code.



## 18.0 Appendix E – Point-of-Sale Edits and Overrides

The following table provides a brief description of POS edit abbreviations and information related to instances where claims submitted for specific products, in certain situations may have POS overrides available, when a pharmacy provider enters the applicable code(s).

Providers should also reference the [Louisiana Medicaid Single PDL](#) and the [ICD-10-CM Diagnosis Code Policy Chart](#) for drug specific criteria and diagnosis requirements.

In situations where an override is not available, a PA may be submitted.

POS Edit Abbreviation	POS Override(s)
AL – Age Limit	Pharmacy claims for select medications may have age limitations in place, and may in some instances be allowed to be overridden via an applicable Level Of Service code
BY – Diagnosis Codes Bypass Some Requirements	In some instances, a valid diagnosis code entered on a pharmacy claim for specific drugs may result in bypassing certain edits, such as, quantity limitations, concurrent use edits, etc.
CU – Concurrent Use with Other Medication is Restricted	Pharmacy claims for select medications may have concurrent use edits in place. These edits, may in some instances, be overridden via applicable DUR codes being entered at POS.
DD – Drug-Drug Interaction	Pharmacy claims may reject for drug-drug interactions depending on the drug submitted and the beneficiary's clinical history. In some instances, a drug-drug interaction may be overridden at POS by applicable DUR codes being entered.
DS – Maximum Days' Supply Allowed	Pharmacy claims for select medications may have days' supply limitations in place. These limitations, may in some instances be allowed to be overridden at POS via an applicable Level of Service code, applicable DUR code(s), or applicable diagnosis code being entered.
DT – Duration of Therapy Limit	Pharmacy claims for select medications may have a limitation on the maximum duration of therapy. These limitations, may in some



POS Edit Abbreviation	POS Override(s)
	instances be allowed to be overridden at POS via applicable DUR code(s) being entered.
DX – Diagnosis Code Requirement	Pharmacy claims for select medications may have a diagnosis code requirement. This requirement may in some instances be allowed to be overridden at POS via an applicable level of service code.
MD – Maximum Dose Limit	Pharmacy claims for select medications may have a maximum dose limitation. These limitations, may in some instances be allowed to be overridden at POS via applicable Level of Service, or applicable DUR code(s) being entered.
PU – Prior Use of Other Medication is Required	Pharmacy claims for select medications may have a prior use of other medication requirement. This requirement, may in some instances be overridden at POS via applicable Level of Service, or applicable DUR code(s) being entered.
QL – Quantity Limit	Pharmacy claims for select medications may have quantity limitations. These limitations, may in some instances be allowed to be overridden at POS via an applicable Level of Service code, or applicable diagnosis code being entered.
TD – Therapeutic Duplication	Pharmacy claims may reject for therapeutic duplication depending on the drug submitted and the beneficiary's clinical history. In some instances, a therapeutic duplication may be overridden at POS by applicable Level of Service, or applicable DUR code(s) being entered. Select therapeutic duplication may be overridden at POS.
YQ – Yearly Quantity Limit	Pharmacy claims for select medications may have a yearly quantity limitation. These limitations, may in some instances be allowed to be overridden at POS by applicable diagnosis code(s) being entered.

