

*****Pharmacy Notice*****
Magellan Medicaid Administration (MMA)
Louisiana Medicaid Single Managed Care Organization
(MCO) Pharmacy Benefits Manager (PBM)
*****OCC =1 Override Removal*****

September 18, 2024

Dear Valued Provider,

We wanted to make you aware that effective September 23, 2024, the submission of **308-C8 Other Coverage Code, OCC = 1** will no longer provide override capabilities for pharmacy claims that are rejecting for Coordination of Benefits (COB) errors (NCPDP Reject 41 - Submit Bill to Other Processor or Primary Payer). As a reminder, this override permission began in November 2023 when MMA experienced a high volume of claims and calls regarding COB for covered members of the Louisiana Medicaid Managed Care plans.

<https://www.lamcopbmpharmacy.com/documents/9434190/9435321/LA%20Medicaid%20COB%20Processing%20Requirements/1660a6b1-6c7c-ca71-7309-9c172b65c817>

What if the Member insists there is no other active Third Party Liability (TPL) on file?

For assistance with claims processing once the member confirms they have no other active coverage or prior active coverage has termed, call MMA Pharmacy Support Center at 1-800-424-1664 to obtain an override.

Important: Once an override is obtained, the member must contact the Louisiana Department of Health’s TPL Unit at 1-877-204-1324 to update or permanently remove other insurance from their records. Failure to update will continue to result in denied claims.

TPL Codes		
NCPDP Field #308-C8	When to Use	Submission Requirements/Responses
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.

Thank you,

Magellan Medicaid Administration

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Group	LAMCOPBM