

Pharmacy Notice

Prime Therapeutics (Prime)

Louisiana Medicaid Single Managed Care Organization

(MCO) Pharmacy Benefits Manager (PBM)

Claims Processing System

April 10, 2025

Pharmacy Providers,

We wanted to make you aware of an issue with our claims processing system that occurred this morning, **4/10/25 from 8:53am-10:44 am CST**, some pharmacy claims were rejected for M8 “host provider file error.” The issue has now been resolved, and claims are processing appropriately as of 10:45 am CST. If pharmacies received rejected claims during this time period, claims may be reprocessed at this time.

Please let us know if you have any questions.

Thank you,

Prime Therapeutics State Government Solutions LLC

BIN#	025986
Processor Control #	1214172240
Group	LAMCOPBM