

PHARMACY FACTS

Program Updates from Louisiana Medicaid

September 4, 2020

Early Refills

During the recovery phase due to Hurricane Laura, pharmacists should use their professional judgement when determining if an early refill is appropriate. You can call the Managed Care Organizations (MCOs) and Fee-For-Service (FFS) help desks for assistance. Please see the numbers below:

Healthcare Provider	Pharmacy Help Desk	Pharmacy Help Desk Phone Number
Aetna	CVS Health	(855) 364-2977
AmeriHealth Caritas	PerformRx	(800) 684-5502
Fee-For-Service	DXC Technology	(800) 648-0790
Healthy Blue	CVS	(833) 236-6194
Louisiana Healthcare Connections	CVS Caremark	(800) 311-0543
UnitedHealthcare	OptumRx	(866) 328-3108

The Louisiana State Board of Pharmacy (LABP) sent out guidance this week in reference to Hurricane Laura. Governor Edwards declared a State of Emergency for Hurricane Laura on August 21. This declaration will terminate on September 20 unless rescinded or extended. LABP developed a [resource page](#) for the Hurricane Laura emergency. [2020-0831](#) specifically gives guidance on dispensing emergency prescriptions, integrity of medication stock in pharmacies directly impacted by hurricanes, reporting of theft or loss of controlled substances, and disposal of compromised medications in pharmacies affected by hurricanes.

The Louisiana Department of Health issued an [Informational Bulletin 20-17](#) that contains [Hurricane Laura Provider Assistance FAQs](#) and resources.

