

## MEDICAID PROVIDER RESOURCE

# Retail (Outpatient) Pharmacy Authorization Processes

Prime Therapeutics State Government Solutions (Prime Therapeutics) manages pharmacy benefits for all Healthy Louisiana Medicaid health plans, including Louisiana Healthcare Connections.

Prime Therapeutics processes all Louisiana Medicaid pharmacy claims, hosts the retail pharmacy call center for members and providers, and completes pharmacy prior authorization reviews.

Louisiana Healthcare Connections appreciates our providers' dedication to their patients and wishes to clarify the most frequently asked questions from our providers.

### *How I know which drugs require a prior authorization?*

Louisiana Healthcare Connections follows the Louisiana Medicaid Single Preferred Drug List (PDL), which is determined by LDH. The PDL can be found online at <https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>

### *How do I submit a prior authorization for a retail pharmacy drug?*

The PA request must be submitted to Prime Therapeutics with review decision within 24 hours of receipt.

**PHONE** Call 1-800-424-1664

**FAX** Fax to 1-800-424-7402  
LDH Standard Form to complete:  
[https://ldh.la.gov/assets/docs/BayouHealth/Pharmacy/DrugPA\\_FormCoversheet.pdf](https://ldh.la.gov/assets/docs/BayouHealth/Pharmacy/DrugPA_FormCoversheet.pdf)

**ONLINE** [www.CoverMyMeds.com](http://www.CoverMyMeds.com)

### *What is the PA process?*

PROCESS AND RESPONSIBLE PARTY	Prime Therapeutics	LHCC
Prior Authorization for pharmacy benefit (retail pharmacy)	X	
Reconsideration	X	
Peer-to-Peer	X	
Prior Authorization Appeals		X
Grievances - Pharmacy Services	X	
Grievances for all other (non-pharmacy) Services		X

### *If my patient and I disagree with the denial decision, how do I appeal the PA denial?*

Appeals should be directed to Louisiana Healthcare Connections' Appeals Department. Appeals must be requested within 60 days of the denial and submitted with a complete appeal, including a signed "Appeal Representative" form.

All appeals are addressed within 30 days, with an average processing time usually around 15 days. Provider notification is made both verbally and in letter correspondence.

**To Contact the LHCC Appeals Department** — **PHONE:** 1-866-595-8133, **FAX:** 1-877-401-8170

### *How can I submit a pharmacy grievance or complaint?*

Pharmacy Complaints and Grievances should be directed to Prime Therapeutics. They can be submitted by mail, phone, fax or online

by using the "Contact Us" link at <https://www.lamcopbmpharmacy.com/forms-and-information>