

Medical Benefit PA Physician-administered drugs (PAD):

Physician-administered medications—also known as MedPharm, bio-pharmacy, or PAD (Physician Administered Drugs) - are typically given in an outpatient setting, such as a doctor's office.

Contact Information for PAD Requests

Medical Pharmacy (Buy and Bill) Prior Authorization Requests

- **Phone:** 1-866-595-8133
- **Fax:** 1-866-925-3006

How to Know if a PAD Drug Requires Prior Authorization

- Some PAD drugs require prior authorization. Use the Pre-Auth Check Tool on our website to verify:
<https://www.louisianahealthconnect.com/providers/preauth-check.html>

How Prior Authorization Requests Are Evaluated

- LHCC follows the Louisiana Medicaid Single Preferred Drug List (PDL), set by LDH.
<https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>
- PAD drugs on the PDL follow the same preferred status and PA criteria, even when billed as a medical benefit.
- For drugs not on the PDL, LHCC uses Medical Biopharmacy Clinical Policies:
<https://www.louisianahealthconnect.com/providers/resources/clinical-payment-policies.html>

How to Submit a PAD Prior Authorization Request

- **Phone:** 1-866-595-8133
- **Fax:** 1-800-424-7402
- Use the LDH Universal PA Request Form and Coversheet:
https://ldh.la.gov/assets/docs/BayouHealth/Pharmacy/DrugPA_FormCoversheet.pdf

What to Do If a Request Is Denied

If you disagree with a denial, you may submit an appeal:

- Appeals must be submitted within 60 days of the denial.
- Include a completed appeal and a signed Appeal Representative form.
- Appeals are resolved within 30 days (average: ~15 days).
- Providers are notified verbally and in writing.

Appeals Department Contact:

- **Phone:** 1-866-595-8133
- **Fax:** 1-877-401-8170

Billing for Physician-Administered Drugs

- If a drug's HCPCS code is on the **LDH Fee Schedule**, LHCC reimburses at that rate.
- If not listed, LHCC uses a Custom Infusion Fee Schedule aligned with LDH standards.

If my patient and I disagree with the denial decision, how do I appeal the 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

LHCC Medical Billing for physician-administered drugs (PAD):

- If a HCPCS for a drug is on an **LDH Fee Schedule**, LHCC reimburses the HCPCS code at that rate.
- If a HCPCS codes for a drug is not on an LDH Fee Schedule, LHCC maintains a Custom Infusion Fee Schedule, which reimburses at a rate in alignment with LDH standards