Finding High-Quality Online Drug Information Literature

Connie M. Smith, PharmD
Gregory W. Smith, PharmD
University of Louisiana at Monroe
College of Pharmacy

Online Searching

Considering how vast the online information realm has become, locating relevant information efficiently is often like trying to find a needle in a haystack. Just a simple Google search for the word 'hypertension' may yield about 183 million results. Due to the variability of indexing methods and query options among search engines, it is important to know what makes each unique for search efficiency. Here are some **general searching tips** to help narrow the results yielded using internet search engines:

- Using natural language in a full sentence or phrase may limit the search.
- Individual keywords from key ideas resulting from the natural language search can be used.
- Specific subject terms, if known, can further narrow the search.
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- Appropriate use of Boolean operators may yield more precise search results:
  - 'And' - gives you sites with both search words
  - 'Or' - gives you sites that have either one of the search words
  - 'Not' - gives you sites that have one search word, but not the other.
- Quotation marks around phrases form search strings, which will find all words in the string in the order typed.
- Search terms should be typed in lower case letters.
- The use of synonyms can broaden the search.
- Truncated words followed by an asterisk (such as child*) often will broaden the search to include the truncated word (child) as well as other words with the same root, but with different endings (children, childish, etc.).
- Using the keyboard shortcut Ctrl + F can allow one to quickly locate content within a given webpage.

Finding Primary Literature and Other Journal Articles

Though conducting a broad online search may yield many results as illustrated by the 'hypertension' example above, it is important to remember that public search engines may not be the most efficient search method for finding primary literature. Using a search engine or secondary database that has indexed professional medical or pharmaceutical literature can be a more efficient way to find relevant information.

- PubMed is a free online version of MEDLINE from the National Library of Medicine (NLM) that indexes journal articles using Medical Subject Heading (MeSH) terms, which can provide an efficient means to locate relevant information within published primary literature. Generally, using a broad search term such as 'hypertension' to search will bring up every article indexed by the search engine regardless of whether the page is relevant to the subject 'hypertension'. However, by using the MeSH term database in PubMed,

the researcher can quickly find articles that are relevant to the searched topic, rather than having to sift through a vast number of results that may only mention a certain search term.

- Google Scholar can also be useful to narrow a search for published literature. Though the database is not specific to healthcare-related literature, search results often include articles that are indexed in PubMed. Google Scholar has an advanced search option; however, the option to search using MeSH terms is not available.

- The Cochrane Library is a subscription-based resource that includes access to a library of systematic reviews of clinical trials for evidence-based therapy decisions.

- The Turning Research Into Practice (TRIP) database offers a means to search many evidence-based resources simultaneously to find published literature for answering clinical questions.

- ClinicalTrial.gov is a database registry for upcoming and completed clinical trials by geographical location and specific conditions. Details about clinical trial methodology and pre-published results are often available within the database records.

Once relevant journal articles are located, quite often only the abstract is available for viewing if the researcher does not have a subscription.   One may access the full-text of many articles by searching Free Medical Journals. Full-text articles may also be obtained for academic purposes by contacting the Drug Information Center at the University of Louisiana Monroe College of Pharmacy – druginfo@ulm.edu.

Finding High-Quality Tertiary Literature

Finding tertiary health information online is only part of the challenge of research. The researcher must also ensure that the information located is reliable and of high quality.

Do You Believe Everything You Read?

Evaluation of the quality and applicability of internet site content follows many of the general principles for the evaluation of healthcare literature. The essential applicable process still assesses the inherent quality of the information provided, the interpretation of that information considering professional standards, and ultimately, its applicability to specific patient needs.

Questions to Ask for Evaluating Website Quality:

Who is the author, an individual or an institution?
- If the author is an individual, does the resource give biographical information? Look for educational and other credentials, institutional affiliations, job position, street address and other contact information.
- The three-letter extension at the end of the URL for a site can provide a basis to evaluate the authority and objectivity of a source.

Extension	Description
.com	Commercial (often used for product promotion and sales); generally, regardless of their quality, they exist primarily to advertise and sell products and/or services.
.edu	Generally educational sources that range from respected research institutions to casual student sites
.gov	Government (generally objective and dependable)
.net	Network (may provide services to commercial or individual customers)
.org	Organization (non-profit institutions, but may have biased agendas)

How current is the information?
- Is there a date on the webpage that indicates when the page was published?

Who owns the site?
- Site ownership, including affiliations, significant investors, and significant alliances, should be either clearly provided on the home page or readily and clearly accessible via a link.
- Copyright ownership of specific content should be clearly indicated on the home page.

What about viewer privacy?
- Is there information readily available about restrictions on content access, required registration, and password protection (if applicable)?
- Is information regarding privacy readily accessible and complete?

Is there advertising on the site?
- Is advertising included in the site and, if so, has it had a detectable impact on the site content?

Who is the intended audience?
- Is the webpage intended for the general public, healthcare practitioners, scholars, or special interest groups? Is the intent clearly stated?
- Does the webpage meet the specific needs of its intended audience?

What is the purpose of the information provided?
- Is it to inform, explain, persuade, market a product or service, or advocate a cause?

Is the source and content credible?
- Is reference material used to build content cited appropriately for the intended audience?
- Is there a description of the editorial process, and is a method of content review defined?

Is contact information available?
- Multiple contact specifics, including telephone, e-mail address, and physical address, should be identified.

Is the site content accurate and objective?
- Are there cultural, ideological, institutional, or religious biases evident in the content?
- If the information is in the form of an opinion, is that clearly stated?
- If there is information copied from other sources, is this properly acknowledged and documented?

Health on the Net (HON) Foundation

Anyone can publish content online, regardless of how incomplete, misleading, or inaccurate the information. Many websites are recognized for providing high-quality information, but concerns should arise when the researcher cannot verify the quality and reliability of the resource. The HON Foundation is a valuable resource that evaluates and certifies health information web resources and mobile applications. HON is a nonprofit organization whose mission is to guide medical users and medical practitioners, via the HONcode, to useful and reliable online medical and health information. The HONcode is a code of conduct consisting of eight principles used by HON to evaluate health and medical sites. If the website meets these criteria, it is considered certified by the HON Foundation and will display the HONcode seal as evidence of quality.

The 8 HON Principles include:

- **Authority:** Any medical advice offered on the site is given by qualified medical professionals only, and this is evident with clearly stated details regarding the editorial team and other website authors.
- **Complementarity:** It is clear that the site strives to support, not replace, the relationship between a patient and his/her physician.
- **Confidentiality:** Confidentiality of personal data of those visiting the website is respected and all applicable legal requirements are met.
- **Attribution:** Clinical pages cite the sources and dates of medical information.
- **Justifiability:** Health information is provided in an objective, balanced and transparent manner.
- **Transparency:** The site is easy to use, with a clear mission and accessible authors.
- **Financial Disclosure:** All sources of funding are identified and transparent.
- **Advertising:** All advertisements are identified and differentiated from content.

HONcode Search allows the healthcare professional to search through HONcode certified sites and access reliable, transparent, and ethical health information.

HONselect combines five information types - MeSH, scientific articles, medical news, websites, and multimedia - into a single tool to better focus and accelerate searches to quickly and effectively find large amounts of medical information.

Online Healthcare Professional Resources

- [MedlinePlus](#) from the NLM and the National Institutes of Health (NIH) helps provide answers to health questions.

- [Centers for Disease Control and Prevention (CDC)](#) provides the latest information on a multitude of health-related topics, including emerging health threats, traveler's health, emergency preparedness and vaccines.

- [National Institutes of Health (NIH)](#) not only offers basic health information, but also provides information regarding clinical research and patient referrals to clinical trials.

- [NIH National Center for Complementary and Integrative Health](#) provides clinical research results and clinical practice guidelines regarding complementary health approaches.

- [Univadis from Medscape](#) provides free clinical resources to healthcare professionals, such as access to the latest medical news, clinical summaries, medical conference reports, and more.

- [Medscape](#) provides the latest medical news, point-of-care drug and disease information, and professional education.

- [Johns Hopkins Antibiotic (ABX), Diabetes, HIV, and Psychiatry Guides](#) are point-of-care, evidence-based electronic resources used to support clinical decisions.

- [National Library of Medicine (NLM)](#) offers medical news and several free online references.

- [DailyMed](#) provides the most recent labeling for prescription and nonprescription drugs submitted to the FDA.

- [Drugs and Lactation Database (LactMed)](#) offers information on drugs and other chemicals and the possible adverse effects in the nursing infant.

- [Drug Information Portal](#) provides drug information for more than 93,000 drugs.

- [Prescriber's Digital Reference (PDR)](#) provides drug information and other services that support prescribing decisions and patient adherence.

- [U.S. Food and Drug Administration (FDA) MedWatch](#) is a medical product safety reporting program for health professionals, patients, and consumers.

- [FDA Orange Book](#) identifies FDA-approved drug products and their related patent and exclusivity information.

- [FDA Purple Book](#) provides information on all biological products, including biosimilar and interchangeable biological products, licensed by the FDA under the Public Health Service (PHS) Act.

- [FDA Drugs@FDA](#) includes information about drugs, including biological products, approved for human use in the U.S. However, it does not include information about FDA-approved products regulated by the Center for Biologics Evaluation and Research, such as vaccines, allergenic products, and blood / blood products.

- [GlobalRPH](#) provides free and subscribed resources for healthcare clinicians, including a comprehensive guide to drug therapy, medical calculators, IV drug preparation and infusion guidelines, and dosing calculators.

- [National Institute for Health and Care Excellence (NICE)](#) provides guidance on current best practices in health and social care, including public health.

- [Lab Tests Online](#) provides lab test references and interpretation for the healthcare professional.

- [DrugsData.org](#), formerly EcstasyData, is an independent anonymous laboratory analysis and drug checking program that can be used to help identify street substances.

- Other online resources for locating specialized information for psychoactive agents include the [NIH's National Institute on Drug Abuse](#) and [Erowid](#).

Mobile Apps and Mobile-based Online Resources

- [Epocrates](#) (free)

- [Johns Hopkins POC-IT Antibiotic Guide, HIV Guide, Diabetes Guide, and Psychiatry Guide](#) (subscription required)

- [Immunization Apps](#) (most are free)

- [PubMed](#) (free)

- [Prescriber's Digital Reference (PDR)](#) (free)

COVID-19 Resources

- [Louisiana Department of Health (LDH) COVID-19 Information](#)

- [American Society of Hospital Pharmacists (ASHP) – COVID-Vaccines](#)

- [CDC COVID-19 Vaccination](#)

- [Pharmacist's Letter – COVID-19 Resource Hub](#)

- [The Medical Letter – Drugs for COVID-19](#)

- [AHFS – Assessment of Evidence for COVID-19-Related Treatments](#)

- [AHFS – Real-time Drug Shortages](#)

- [National Institute for Health and Care Excellence (NICE) – COVID-19 Guidance and Advice](#)

- [NIH COVID-19 Treatment Guidelines](#)

- [FDA – COVID-19 Updates](#)

- [Science Journals – Coronavirus Research](#)

- [Drug Enforcement Administration (DEA) COVID-19 Prescribing Guidance](#)

- [Drug Treatment for COVID-19: Living Systematic Review and Network Meta-analysis](#)

New Medicaid Eligibility Group Covers COVID-19 Testing for Uninsured Patients

Per the Families First Coronavirus Response Act and the Coronavirus Aid, Relief, and Economic Security Act, Louisiana Medicaid has expanded coverage to include COVID-19 testing for uninsured individuals for the duration of the federally declared public health emergency. Coverage is limited to COVID-19 testing and related office visits for uninsured Louisiana residents. No treatment costs are covered under this program.

The new benefit is provided through Medicaid fee-for-service and not Healthy Louisiana through a managed care organization. Providers must be a Medicaid enrolled provider and must be enrolled before services are provided. Providers not enrolled as a Medicaid provider with Gainwell Technologies will need to complete a [temporary emergency application](#) with Medicaid's fiscal intermediary, Gainwell Technologies, to be paid for testing and testing related services for the uninsured. Providers will be required to self-attest on the uninsured individual's application to Medicaid that they are not also [billing the Department of Health and Human Services (HHS) or the Health Resources and Services Administration (HRSA)](#) for the same services. You also may not bill on any contract with the Louisiana Department of Health to provide COVID-19 testing for these patients. If Medicaid identifies other third party coverage is available (e.g., Medicare, private insurance), Medicaid will not cover the services.

For additional guidance, visit [Medicaid's provider web page for COVID-19 testing coverage for uninsured individuals](#). The site contains billing information, a [detailed provider guide](#), frequently asked questions for providers, and the [simplified application](#) patients can fill out to determine if they are eligible for coverage.

Louisiana Medicaid Provider Enrollment Portal Update

Louisiana Medicaid Provider Enrollment Portal Launched July 26, 2021

Louisiana Medicaid launched the new Provider Enrollment Portal on July 26, 2021. The enrollment portal was designed to meet a Centers for Medicare and Medicaid Services (CMS) requirement and must be used by all Medicaid providers. This includes current managed care organization (MCO) providers, Dental Benefits Program Manager (DBPM) providers, Coordinated System of Care (CSoC) providers and fee-for-service providers.

The state's fiscal intermediary and current provider enrollment vendor, Gainwell Technologies, will send providers an invitation to the mailing address on file when it is time for them to visit the portal and complete the enrollment process. Not all invitations will be mailed at the same time. MCO-only providers should receive their invitation to use the portal between August 2, 2021 and September 6, 2021. Providers that only participate in fee-for-service should receive their invitation between September 1, 2021 and September 30, 2021. Providers should wait until they receive their invitation to access the portal.

If providers encounter any issues or do not receive their portal invitation within the specified timeframe, they should contact the call center at (833) 641-2140, Monday – Friday between the hours of 8 a.m. and 5 p.m. CST.

Providers can find additional information in [Informational Bulletin 21-5: New Louisiana Provider Enrollment Portal](#) and on the [provider enrollment web page](#). Providers can also submit questions through the web page.

PHARMACY FACTS
Program Updates from Louisiana Medicaid

Pharmacy Facts can also be found online at: http://ldh.la.gov/index.cfm/page/3036.

August 20, 2021

COVID-19 Update
In response to the COVID-19 pandemic and Public Health Emergency (PHE), and more recently the COVID-19 delta variant spread, the Louisiana Medicaid pharmacy program has updated coverage for COVID-19 vaccines. Currently, the Pfizer, Moderna, and Johnson & Johnson (Janssen) COVID-19 vaccines are covered by the Louisiana Medicaid pharmacy program at no cost to the beneficiary. COVID vaccine coverage is updated to include coverage of a third dose of the Pfizer and Moderna vaccines for immunocompromised individuals (Medical benefit implemented August 12, 2021; Pharmacy benefit implementation planned for September 1, 2021). Also, COVID19 vaccine coverage is expanded to include reimbursement for pharmacy claims submitted for at-home administration of the COVID-19 vaccine (Medical benefit implemented June 8, 2021; Pharmacy benefit implementation planned for September 1, 2021). An updated provider notice with detailed billing instructions will be posted soon.

Respiratory Syncytial Virus (RSV) and Palivizumab (Synagis®) Coverage
Based on expert opinion and Centers for Disease Control (CDC) National Respiratory and Enteric Virus Surveillance System (NREVSS) data, on July 15, 2021, the Louisiana Medicaid pharmacy program continued coverage of palivizumab (Synagis®) outside the usual respiratory syncytial virus (RSV) season. Palivizumab is

indicated for the prevention of serious lower respiratory tract infection caused by RSV in selected infants and young children at high risk of RSV disease. All prescriptions for palivizumab require clinical authorization. The updated Palivizumab Clinical Authorization Form and criteria are posted on the Single Preferred Drug List (PDL). The Single PDL can be found at the following link: https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf.

Influenza Vaccines
Effective September 15, 2021, the Louisiana Medicaid pharmacy program will reimburse for the influenza vaccine (2021-2022 Flu Season) when administered by a vaccinating pharmacist.

Remittance Advice Corner

Changes To Durable Medical Equipment, Home Health, Pediatric Day Health Care, Rehabilitation And Personal Care Services, Pharmacy And Other Services Requiring Prior Authorization Due To Hurricane Ida – August 2021

On August 26, 2021, Governor John Bel Edwards declared a state of emergency ahead of Hurricane Ida as significant impact to the state of Louisiana was expected. The policy changes included in this bulletin are effective August 27, 2021 and shall only be applicable for the following Parishes: Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana. Due to a Pharmacy POS systems space failure, it has been determined that certain pharmacy claims submitted on 9/9/2020 were duplicate paid. Systems created manual voids to correct this condition and these manual claims can be identified by EOB 999 (Administrative Correction).

Medicaid beneficiaries who live in one of the parishes under mandatory evacuation, and who are in need of replacement equipment or supplies previously approved by Medicaid, may contact a Medicaid-enrolled durable medical equipment (DME) provider of their choice. Medicaid-enrolled providers must make a request to Gainwell Technologies' Prior Authorization Unit; however, a new prescription and medical documentation are not required. The provider shall submit the required Prior Authorization Form (PA-01) along with a signed letter from the recipient, giving a current place of residence and stating that the original equipment or supplies were lost due to Hurricane Ida.

Beneficiaries who were approved to receive medical equipment, supplies, home health services, rehabilitation, pediatric day health care or personal care services from a provider that is no longer in business or unable to provide the approved equipment, supplies or services may obtain the approved items or services from a new provider of their choice. The provider must be enrolled in Medicaid. Gainwell Technologies shall provide any guidance to the provider on the cancelation of the original authorization and issuance of a new authorization, if applicable.

All existing prior authorizations for the services listed below should be extended through October 31, 2021:

• Any necessary medical and surgical procedures
• Applied Behavior Analysis (ABA)
• Assertive Community Treatment (ACT)
• Community Psychiatric Support and Treatment (CPST)
• EPSDT personal care services (PCS)
• Functional Family Therapy – Child Welfare (FFT-CW)
• Functional Family Therapy (FFT)
• Home Health Services (EHH)
• Homebuilders
• Hospice Services
• Multi-Systemic Therapy (MST)
• Pediatric Day Health Care
• Permanent Supportive Housing (PSH)
• Pharmacy (for non- controlled, non-specialty drugs)
• Psychiatric Outpatient by Licensed Mental Health Professionals (LMHPs)
• Psychosocial Rehabilitation (PSR)
• Substance Use Outpatient and Intensive Outpatient
• Therapies (PT/OT/SLT)

Questions concerning Healthy Louisiana managed care organization processes are to be directed to the appropriate MCO. Those questions related to Medicaid fee-for-service claims should be directed to Gainwell Technologies Provider Relations at (800) 473-2783 or (225) 924-5040.

Medicaid Public Notice and Comment Procedure

As of Aug. 1, 2019, a public notice and comment period is required before certain policies and procedures are adopted. Drafts will be published on LDH's website to allow for public comment, as per HB 434 of the 2019 Regular Legislative Session. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

In compliance with R.S. 46:460.51(15), 460.53, and 460.54, this procedure provides for a defined term, a public notice requirement, implementation of a policy for the adoption of policies and procedures, and for related matters. Public Comments for the listed policies and procedures can be left at the link below.

- Louisiana Medicaid (Title XIX) State Plan and Amendments;
- Louisiana Medicaid Administrative Rulemaking Activity;
- Medicaid Provider Manuals;
- Contract Amendments;
- Managed Care Policies & Procedures; and
- Demonstrations and Waivers.

http://www.ldh.la.gov/index.cfm/page/3616

Manual Chapter Revision Log

Manual Chapter	Section(s)	Date of Revision(s)
Adult Day Health Care Adult Day Health Care	• 9. - Table of Contents • Section 9.0 - Overview • Section 9.1 - Covered Services • Section 9.2 - Beneficiary Requirements • Section 9.3 - Beneficiary Rights and Responsibilities • Section 9.4 - Service Access and Authorization • Section 9.5 - Provider Requirements • Section 9.6 - Record Keeping • Section 9.7 - Reimbursement • Section 9.8 - Program Oversight and Review • Section 9.9 - Incidents, Accidents, and Complaints • Section 9.10 - Support Coordination • Appendix A - Contact Information • Appendix D - Glossary • Appendix E - Claims Related Information • Appendix F - Concurrent Services	09/13/21
Behavioral Health Services Behavioral Health Services	• Section 2.1 – Provider Requirements • Section 2.2 – Bed Based Services – Therapeutic Group Homes • Section 2.2 – Bed Based Services – Psychiatric Residential Treatment Facilities • Section 2.3 – Outpatient Services – FQHC and RHC • Section 2.3 – Outpatient Services – Peer Support • Section 2.4 – Addiction Services • Section 2.5 – Coordinated System of Care (CSoC) • Section 2.6 – Record Keeping • Appendix A – Forms and Links • Appendix C – Medical Necessity and EPSDT Exceptions Policy • Appendix D - Approved Curriculum/Equivalency Standards • Appendix E-1 – Evidence Based Practices – Assertive Community Treatment (ACT) • Appendix E-2 – Evidence Based Practices – Functional Family Therapy (FFT) and Functional Therapy – Child Welfare (FFT-CW) • Appendix E-3 – Evidence Based Practices – Homebuilders	08/26/21

Manual Chapter Revision Log, cont.

Manual Chapter	Section(s)	Date of Revision(s)
	• Appendix E-4 – Evidence Based Practices – Multi-Systemic Therapy (MST)Appendix E-5 – Evidence Based Practices – Child Parent Psychotherapy (CPP) • Appendix E-6 – Evidence Based Practices – Parent Child Interaction Therapy (PCIT) • Appendix E-7 – Evidence Based Practices – Preschool PTSD Treatment and Youth PTSD Treatment • Appendix E-8 – Evidence Based Practices – Triple P – Standard Level 4 • Appendix E-9 – Evidence Based Practices – Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) • Appendix E-10 – Evidence Based Practices – Eye Movement Desensitization and Reprocessing (EMDR) Therapy • Appendix F – CSoC Wraparound Model	
Family Planning Clinics Family Planning Clinics	• 33. - Table of Contents • Section 33.0 - Overview • Section 33.1 - Covered Services • Section 33.2 - Beneficiary Requirements	
Family Planning Take Charge Plus Family Planning Take Charge Plus	• Table of Contents • Section 48.0 - Overview • Section 48.1 - Covered Services • Section 48.2 - Beneficiary Requirements • Section 48.4 - Reimbursement • Section 48.5 - Record Keeping	09/09/21
New Opportunities Waiver (NOW) New Opportunities Waiver	• 32.8 Record Keeping Appendix E - Glossary	09/07/21
Supports Waiver Home Health	• Section 43.0 - Overview • Section 43.1 - Beneficiary Requirements • Section 43.3 - Services Access and Authorization • Section 43.4 - Covered Services • Section 43.6 - Incidents, Accidents, and Complaints • Appendix A Developmental Disability Law • Appendix C Contact/Referral Information • Appendix E Claims Filing	08/18/21

Manual Chapter Revision Log, cont.

Manual Chapter	Section(s)	Date of Revision(s)
Hospice Hospice	• 24. - Table of Contents • 24.0 - Overview • 24.1 - Beneficiary Requirements • 24.2 - Election of Hospice • 24.3 - Covered Services • 24.5 - Provider Requirements • 24.6 - Prior Authorization • 24.7 - Hospice Revocation and Discharge • 24.8 - Record Keeping • 24.9 - Reimbursement • 24.10 - Claims Related Information • 24.11 - Program Monitoring • 24.14 - Acronyms/Definition/Terms • Appendix A - Beneficiary Notice of Election/Revocation/Discharge/Transfer • Appendix B - Certificate of Terminal Illness • Appendix D - Contact/Referral Information	08/25/21
Pediatric Day Health Care Pediatric Day Health Care	• 45. - Physician's Order • 45.2 - Beneficiary Criteria • 45.3 - Provider Requirements • 45.4 - Staffing Requirements • 45.6 - Reimbursement • 45.7 - Plan of Care • Appendix D - Contact/Referral Information	07/29/21
Personal Care Services Personal Care Services	• 30.7 - Service Delivery • 30.8 - Record Keeping	08/24/21 07/27/21
Pharmacy Benefits Management Services Pharmacy Benefits Management Services	• 37. - Table of Contents • 37.1 - Covered Services • 37.0 - Overview • 37.2 - Provider Requirements and Participation Guidelines • 37.3 - Reimbursement for Pharmacy Services • 37.4 - Managed Care Applicability • 37.5.2 - Claims Related Information • 37.5.3 - Glossary • 37.5.6 - Prescribers • 37.5.7 - Medicare Prescription Drug Coverage • 37.5.8 - Claims Submission and Processing Payments • 37.5.10 - Total Parental Nutrition • 37.5.12 - Patient Counseling and Drug Utilization Review • 37.5.13 - Lock-In Program	08/12/21

Manual Chapter Revision Log, cont.

Manual Chapter	Section(s)	Date of Revision(s)
Portable X-Ray Portable X-Ray	• 36. Table of Contents • 36.0 Overview • 36.1 Covered Services • 36.2 Beneficiary Requirements • 36.3 Provider Requirements	08/26/21
Program of All-Inclusive Care for the Elderly PACE	• Table of Contents • 35.1 - Services • 35.2 - Beneficiary Requirements • 35.3 - Beneficiary Rights and Responsibilities • 35.4 - Service Access and Authorization • 35.5 - Provider Requirements • 35.8 - Reimbursement • Appendix A - Glossary	08/11/21
Professional Services Professional Services	5.1 – Covered Services – Hospice	08/25/21
Vision/Eyewear Services Vision Eyewear Services	• 46. -Table of Contents • 46.0 - Overview • 46.1 - Covered Services • 46.2 - Beneficiary Requirements • 46.3 - Provider Requirements • 46.4 - Prior Authorization • 46.5 - Reimbursement • 46.6 - Record Keeping • Appendix C - Claims Filing • Appendix D - Contact/Referral Information	08/06/21

For Information or Assistance, Call Us!

Provider Relations	1-800-473-2783 (225) 294-5040 Medicaid Provider Website	General Medicaid Eligibility Hotline	1-888-342-6207
Prior Authorization:		MMIS Claims Processing Resolution Unit	(225) 342-3855
Home Health/EPSDT – PCS Dental	1-800-807-1320 1-855-702-6262 MCNA Provider Portal	MMIS Claims Reimbursement	
DME & All Other	1-800-488-6334 (225) 928-5263	MMIS/Recipient Retroactive Reimbursement	(225) 342-1739 1-866-640-3905
Hospital Pre-Certification	1-800-877-0666		MMIS Claims Reimbursement
REVS Line	1-800-776-6323 (225) 216-(REVS)7387 REVS Website	Medicare Savings	1-888-544-7996 Medicare Provider Website
Point of Sale Help Desk	1-800-648-0790 (225) 216-6381	For Hearing Impaired	1-877-544-9544
		Pharmacy Hotline	1-800-437-9101 Medicaid Pharmacy Benefits
		Medicaid Fraud Hotline	1-800-488-2917 Report Medicaid Fraud