CHANGES TO PHARMACY SERVICES DUE TO TROPICAL STORM NATE OCTOBER 2017 IN THE AFFECTED PARISHES

On Oct. 6, 2017, Governor John Bel Edwards declared a state of emergency and a presidential Pre-Disaster Emergency Declaration was issued by FEMA for Tropical Storm Nate which is expected to make landfall along the gulf coast on Saturday, Oct. 7, 2017. As a result of the gubernatorial and presidential emergency declarations, the required emergency measures should be taken for pharmacy services in the following parishes: **Assumption, Iberia, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne and Vermillion**, and any additional parishes that may be added to the presidential declaration in future.

Pharmacists Authority to Dispense Prescriptions in an Emergency:

The Louisiana Board of Pharmacy rule, Section 519, titled *State of Emergency* is automatically activated whenever the Governor of Louisiana declares and/or renews a state of emergency for some or all of the parishes of Louisiana.
The rule states, in part:

"1. A pharmacist may work in the affected parish(es) and may dispense a one-time emergency prescription of up to a thirty day supply of a prescribed medication if: (a) in the pharmacist's professional opinion the medication is essential to the maintenance of life or to the continuation of therapy, and (b) the pharmacist makes a good faith effort to reduce the information to a written prescription marked "Emergency Prescription", then file and maintain the prescription as required by law."

The above is noted to instruct pharmacists of prescription regulations during a time of emergency. This applies to all patients, regardless of whether they have public or private health insurance coverage or are uninsured. Reimbursement for the prescription is not addressed by this regulation.

Procedures for Emergency Prescriptions Claims for Medicaid Recipients (residing in declared parishes during this emergency):

Plan/Pharmacy Help Desk Numbers	Early Refill/Refill Too Soon	Prior Authorization	Copay
Aetna Better Health (855) 364-2977	Bypass except for controlled and/or specialty drugs	Bypass except for controlled and/or specialty drugs	No Copay

AmeriHealth Caritas (800) 684-5502	Bypass except for controlled and/or specialty drugs	Bypass except for controlled and/or specialty drugs	Exempt
Healthy Blue (844) 521-6942	Allow pharmacist override by entering code 91100000001 in NCPDP field 462-EV (Prior Auth Number Submitted) or call (800) 454-3730	Enter PA type "1" and PA number "1111" to override NCPDP rejects 75, "Prior Authorization Required" and MR "Product Not On Formulary", except for controlled and specialty drugs	Exempt
Louisiana Healthcare Connections (800) 311-0543	Bypass except for controlled and/or specialty drugs	Bypass except for controlled and/or specialty drugs	Exempt
United HealthCare Community Plan (866) 328-3108	Bypass except for controlled and/or specialty drugs	Bypass except for controlled and/or specialty drugs	Exempt
Fee for Service (800) 437-9101	Pharmacist override utilizing the codes below: • **NCPDP 439-E4** (Reason for Service Code) **ID**: Ingredient Duplication (for different pharmacy) **ER**: Overuse/Early Refill (for same pharmacy) • **NCPDP 440-E5** (Professional Service Code) **M0**: Prescriber Consulted **P0:** Patient Consulted **R0:** Pharmacist Consulted other source • **NCPDP 441-E6** (Result of Service Code) **1A:** Filled as is, False positive **1B:** Filled prescription as is **1C:** Filled with different Dose **1D:** Filled with different Directions **1E:** Filled with different Drug **1F:** Filled with different Quantity	Bypass except for controlled and/or specialty drugs	Exempt

1G: Filled with Prescriber approval		

Pharmacists should document the required drug utilization information on the prescription, along with the notation of the disaster in quotes (e.g. "Tropical Storm Nate 2017"). This documentation may be accomplished either by direct notation on the hard copy or electronically through such means as pharmacists notes/comment, etc., depending on the software.

If override codes are not working or not appropriate, claims should be electronically submitted with a value of "3 = Emergency" in NCPDP field 418-DI (Level of Service). A notation of the emergency and the year (e.g. Emergency Tropical Storm Nate 2017) should be written on the hard copy prescription. The pharmacist has this option in any emergency situation using their professional judgment and providing written justification.

When prescriptions are being filled for recipients due to the emergency situation, enter "RE" (Disaster designation) in NCPDP 439-E4 field (Reason for Service Code) in the second occurrence or loop. This information is being requested for tracking purposes.

Out of state pharmacies that need to process fee-for-service (FFS) pharmacy claims during an emergency should fill out the disaster enrollment packet.

Eligibility and Drug Utilization Data
Pharmacists may access the Louisiana Medicaid website at www.lamedicaid.com. This website is a useful tool to access information regarding recipients, prescribing provider numbers and clinical data. To gain access to the website, providers should follow directions on the website and obtain a log-in ID and password.

- Providers are able to access the Medicaid Eligibility Verification System (MEVS) to verify recipient eligibility. Go to Provider Log-In on www.lamedicaid.com, enter Medicaid ID or NPI and then enter Log-In ID and password. Go to Medicaid Eligibility Verification System and then enter the recipient's name and date of birth or social security number.
- Providers may access recipient pharmacy claim history for both FFS and managed care organizations through the electronic Clinical Data Inquiry (e-CDI). Go to Provider Log-In on www.lamedicaid.com, enter Medicaid ID or NPI then enter Log-In ID and password. Go to Electronic Clinical Data Inquiry, enter recipient ID and date of birth, find recipient, then clinical drug inquiry.

The Louisiana Prescription Monitoring Program (PMP) should be reviewed, if available, when prescribing or filling controlled drug medications. See http://pharmacy.la.gov/ for more information.