



Outreach:

Members

- Populated pharmacy webpage
- Update to member handbook placed on website member landing page
- New ID cards mailed to entire membership with ID card-holder describing changes and directing to additional information.
- Alert placed on website member landing page related to change and ID card receipt
- Phone queues established to direct callers to additional information.
- Sound Bytes – automated voicemail messaging*
- Messaging on Hold*

Pharmacies

- Populated pharmacy webpage
- Outreach mailings to all pharmacies with detailed information related to contracting.
- Payer sheet posted on website pharmacy landing page
- PerformRx Provider Services line placed on pharmacy landing page
- Alert placed on website pharmacy landing page related to change and ID card receipt
- Fax blast to pharmacies related to change and ID card receipt

Providers

- Populated pharmacy webpage
- Update to provider handbook placed on website provider landing page with detailed information about change and prior authorization process.
- Alert placed on website provider landing page related to change and ID card receipt
- Fax blast to providers related to change and ID card receipt
- New provider orientation*
- Information in provider newsletter*

Hotlines:

Pharmacy Member Services:	866 452-1040	TTY	855 294-7047
Member Services:	888 756-0004	TTY	866 428-7588
Pharmacy Provider Services:	800 684-5502		
Pharmacy Prior Authorization	FAX: 855 452-9131	V-mail	866-428-7620
Provider Services:	888 922-0007		
Pharmacy Network Contracting:	800-555-5690	(M-F; 8-5pm EST)	
All:	www.lacarelouisiana.com		

Pharmacy Specific:

Rx Bin# 600428
Rx PCN 06030000

File claims using LaCare member ID number

Payer Sheet

http://www.performrx.com/documents/pharmacy_payer_sheets/Payer_Sheet_LaCare_0603_DO_103020_12.pdf

If member presents in the pharmacy without an ID Card:

Call 800 684-5502

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