

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: July 13, 2019 (Updated July 17, 2019)

Subject: Tropical Storm Barry - Update

State of Emergency

As Tropical Storm Barry makes landfall, Governor John Bel Edwards has declared a state of emergency for the entire state of Louisiana. Here are some resources and information that may be beneficial to you and to our members impacted by severe weather:

- Emergency medical management processes are in place and temporary adjustments have been made to normal prior authorization processes to support members living in parishes with mandatory evacuations (currently Jefferson, Plaquemines, Lafourche, Terrebonne and St. Mary) who may have fled their homes without essentials like medication and medical supplies/equipment.
- Effective July 12th through July 15th, AmeriHealth Caritas Louisiana is temporarily lifting medical prior authorization timelines and will not deny requests for late notification of medical services requiring prior authorization for members living in impacted areas.
- To make it easier for impacted members to receive needed medications, AmeriHealth Caritas Louisiana is lifting certain drug edits for members in affected parishes.
 - Beginning July 12 through July 15, 2019, prior authorization requirements for some drugs will be lifted and will process at the point of sale without phone calls or override codes. Note: All safety edits (DUR, quantity limits, and age) and diagnosis codes will remain in effect. Prior authorization requirements will remain in effect for the drugs below. Providers will need to contact PerformRx at 800-684-5502 for the following drugs:
 - Specialty drugs
 - Controlled substances
 - Members may refill their regular 30-day supply medications earlier than usual to help ensure a sufficient supply.
- Use of out-of-network and/or out-of-state providers will be allowed for medically necessary services.

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- Please reiterate the importance of “Turn Around, Don’t Drown!” in your interactions with members. Remind them to never drive through flood waters. It’s not worth the risk!
- AmeriHealth Caritas Louisiana’s Baton Rouge office and Community Wellness Center in New Orleans will be closed Friday, July 12, 2019. However, our Provider Services (1-888-922-0007) and 24/7 Members Services (1-888-756-0004) lines will remain open.

Thank you for your continued support and commitment to the care of our members. **Please notify Provider Services (1-888-922-0007) if your office will be closing as a result of the storm.**

- The following providers have notified AmeriHealth Caritas Louisiana of office closures related to the storm:
 - Ochsner Urgent Care clinic, 701 Poydras St., Suite 107, New Orleans, LA 70139 – closed the week of July 15th due to flooding.

Additional resources:

- 911 is still the best number to call for emergencies and evacuation assistance.
- Red Cross Louisiana Flood Response Information, including shelter info: <http://www.redcross.org/local/louisiana/flood-information>
- Capital Area United Way. Simply dial 211 or text your zip code to 898-211.
- FEMA Flood Disaster Facts: <http://www.fema.gov/media-library/assets/documents/116376>
- Register flood damage at www.disasterassistance.gov, or by calling 1-800-621-FEMA, even if your parish is not currently in the federal disaster declaration.
- LaDOTD Road Closures: <http://www.511la.org/>