



To: AmeriHealth Caritas Louisiana Providers
Date: August 15, 2016
Subject: State of Emergency – Flood Notice to Providers

State of Emergency

President Obama has granted a request declaring four Louisiana parishes – Tangipahoa, St. Helena, East Baton Rouge and Livingston – major disaster areas following torrential rain and flooding. Governor Edwards expects that more parishes will be added to the list. Some 10,000 Louisianans are in shelters right now. Many AmeriHealth Caritas Louisiana (ACLA) members and employees have been impacted.

Here are some resources and information that may be beneficial to you and to our members impacted by these recent events:

- ACLA's Baton Rouge office will be closed today, Monday, August 15 and Tuesday, August 16, 2016. However, our Provider Services (1-888-922-0007) and Members Services (1-888-756-0004) lines remain open.
- Emergency medical management processes are in place and normal prior authorization processes relaxed in order to support members who may have fled their homes without essentials like medication and medical supplies/equipment.
- ACLA has relaxed pharmacy edits, allowing for early refills and provision of pharmacy benefits.
- An evacuation shelter for people with special medical conditions is now open on the Louisiana State University (LSU) campus in Baton Rouge. This is a shelter for people who currently receive in-home care and is not for the general public. To access the shelter, a patient or caregiver must first call this triage line phone number: 225-578-6383.
- 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!
- 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>

- 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/>

As always, thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007.