



To: AmeriHealth Caritas Louisiana Providers

Date: August 23, 2016

Subject: MEDICAL AND PHARMACY PROCESSES FOR PROVIDERS LOCATED IN OR SERVING AREAS AFFECTED BY THE RECENT FLOODING

Summary: Effective August 15, 2016, AmeriHealth Caritas Louisiana has temporarily modified medical and pharmacy processes in order to support members affected by recent flooding.

Normal prior authorization processes have been temporarily modified in order to support members who may have fled their homes without essentials like medication and medical supplies or equipment. This means:

- No administrative denials will be issued for requests that are received late or after urgent services were supplied in the affected parishes. Medical Necessity review will be completed on all new requests.
- We will be accepting requests from non-par providers as appropriate in the affected parishes.
- No administrative denials will be issued for duplication of services—the requests will be reviewed on a case by case basis to determine if the current provider is no longer able to supply/provide the services. We will cancel the current authorization and provide a new authorization as appropriate for those services. Members living in one of the affected parishes can utilize a Medicaid enrolled or health plan contracted provider of their choice, if available.
- For replacement equipment that would require prior authorization, a new prescription and medical documentation will not be required if there is a current authorization on file with the health plan. An authorization is required for claims payment and will be subject to the above process.
- All other new prior authorization requests (non-replacement) for equipment, supplies, and medical services will require a prescription from a doctor and documentation to establish medical necessity.

Pharmacy edits have been lifted to allow early refills and provision of pharmacy benefits:

- Copays have been waived for all members. No phone calls or override codes needed.
- Out of network restrictions have been bypassed for the pharmacy network. No phone calls or override codes needed.
- Refill-too-soon rejections have been bypassed. No phone calls or override codes needed.

- Beginning the evening of August 19th, 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
- Drugs listed on the Common PDL shall continue to be available without prior authorization

These changes are applicable for residents in the following affected Parishes through August 31, 2016:

Acadia, Allen, Ascension, Assumption, Avoyelles, Cameron, East Baton Rouge, East Feliciana, Evangeline, Iberia, Iberville, Jefferson Davis, Lafayette, Livingston, Pointe Coupee, St. Charles, St. Helena, St. James, St. John the Baptist, St. Landry, St. Martin, St. Tammany, Tangipahoa, Vermilion, Washington, West Baton Rouge, and West Feliciana.

What can you do to help?

As you may be aware, many providers have also been impacted by these events and are either closed or in need of supplies. We have been informed by the Louisiana Rural Health Association (LRHA) that the following list of supplies are in need at this time:

1. 18, 23, 25 gauge needles
2. Gloves
3. 2x2 and 4x4 gauze
4. Alcohol swaps
5. Laceration kits
6. 4.0 silk suture
7. 3 cc syringes
8. Sterile urine cups

If you would like to donate, please contact the LRHA at (985) 369-3813 or by donating to their You Caring fundraising page at <https://www.youcaring.com/communities-impacted-by-the-flood-624579#.V7MSIXwJGJ4.email>.

Questions:

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 or your Provider Network Management Account Executive.