

**To: AmeriHealth Caritas Louisiana Providers**

**Date: September 4, 2018**

**Subject: Medical and Pharmacy Processes for Providers Located In or Serving Areas Affected by Tropical Storm Gordon**

**Summary:** Effective September 4, 2018, AmeriHealth Caritas Louisiana has temporarily modified medical and pharmacy processes in order to support members affected by recent severe weather.

Current prior authorization processes have been temporarily modified in order to support members during this week's storm. **The following changes are effective immediately and will remain in effect through Wednesday, September 5, 2018:**

- AmeriHealth Caritas Louisiana is temporarily lifting medical prior authorization timelines and will not deny requests for late notification of medical services requiring prior authorization.
- Members who were not able to take their durable medical equipment or prescription supplies with them when evacuating their homes, or who lost those supplies due to flood damage, can obtain replacements.
- Members who need medically necessary covered medical care services during an evacuation can obtain those services from out-of-network providers. The Member Services team is ready to help answer any questions.
- AmeriHealth Caritas Louisiana is also lifting certain drug edits on medically necessary medications for members in the affected parishes, including:
  - Temporarily lifting out-of-network restrictions
  - Allowing early refills on non-controlled medications
- Providers and members are encouraged to check AmeriHealth Caritas Louisiana's website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) for the latest information.

If directed by the Louisiana Department of Health, AmeriHealth Caritas Louisiana will notify providers should there be a need to extend the duration of these modified processes.

#### 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.