

To: AmeriHealth Caritas Louisiana Providers

Date: September 8, 2021

Subject: Hurricane Ida Update

Summary: Changes to Durable Medical Equipment, Pediatric Day Health Care, Home Health, Rehabilitation and Personal Care Services, Pharmacy and Other Services Requiring Prior Authorization due to Hurricane Ida for the following parishes: **Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana.**

State of Emergency

On August 26, 2021, Louisiana Governor John Bel Edwards declared a state of emergency for the entire state ahead of Hurricane Ida's landfall. Below are resources and information that may be beneficial to you and to our impacted members. The policy changes included in this notification are effective August 27, 2021 and are applicable only for the following parishes: **Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana.** The Louisiana Department of Health will notify Managed Care Organizations (MCO) when this temporary policy change ends.

DME

Emergency medical management processes are in place, in accordance with [LDH Informational Bulletin 21-17 \(Updated September 5, 2021\)](#), and temporary adjustments have been made to normal prior authorization processes to support members who may have fled their homes without essentials like medication and medical supplies/equipment. Any member who is in need of replacement durable medical equipment (DME) or previously-approved supplies may contact any DME provider enrolled in Medicaid or contracted with AmeriHealth Caritas Louisiana to obtain a replacement. For the extent of this emergency, members will not be required to have a new prescription and medical documentation for the replacement equipment or supplies. Members who were approved to receive medical equipment, supplies, home health services, pediatric day health care, rehabilitation or personal care services from a provider that is no longer in business or unable to provide the approved equipment, supplies or services may obtain the approved items or services from a new provider of their choice. The provider must be enrolled in Medicaid or contracted with AmeriHealth Caritas Louisiana. Providers may contact AmeriHealth Caritas Louisiana Utilization Management (1-888-913-0350, fax: 1-866-397-4522) to obtain approval for claims purposes in these situations.

Pharmacy

- AmeriHealth Caritas Louisiana has temporarily lifted pharmacy edits for members living in the parishes referenced in this notice to allow early refills on non-controlled or specialty medications through September 30, 2021.
- For impacted members in other parishes not referenced in this notice, it is recommended pharmacists use professional judgment to allow early refills of maintenance medications. To complete this process,

please contact PerformRx at 800-684-5502.

- Use of out-of-network and/or out-of-state providers will be allowed for medically necessary services.
- For out-of-state pharmacy providers, out-of-state restrictions for pharmacy billing will be lifted.

All existing prior authorizations for the services listed below will be extended by AmeriHealth Caritas Louisiana through October 31, 2021. No additional action is needed by the provider to obtain a prior authorization, request additional services or units of service, or for claims billing.

- Any necessary medical and surgical procedures
- Applied Behavior Analysis (ABA)
- Assertive Community Treatment (ACT)
- Community Psychiatric Support and Treatment (CPST)
- EPSDT personal care services (PCS)
- Functional Family Therapy – Child Welfare (FFT-CW)
- Functional Family Therapy (FFT)
- Home Health Services (EHH)
- Homebuilders
- Hospice Services
- Multi-Systemic Therapy (MST)
- Pediatric Day Health Care
- Permanent Supportive Housing (PSH)
- Pharmacy (for non- controlled, non-specialty drugs)
- Psychiatric Outpatient by Licensed Mental Health Professionals (LMHPs)
- Psychosocial Rehabilitation (PSR)
- Substance Use Outpatient and Intensive Outpatient
- Therapies (PT/OT/SLT)

Contact Us

- AmeriHealth Caritas Louisiana's Wellness & Opportunity in New Orleans center remains closed.
- Our Provider Services (1-888-922-0007) and Members Services (1-888-756-0004) lines are open.
- Please reiterate the importance of [Generator Safety](#) in your interactions with members.

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/>
- Storm preparation resources [on the AmeriHealth Caritas Louisiana website.](#)

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 Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

A complete listing of provider alerts can be found on the [Provider Newsletters and Updates](#) page of our website.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.