

To: AmeriHealth Caritas Louisiana Providers

Date: August 30, 2021

Subject: Hurricane Ida Update

Summary: A state of emergency continues following Hurricane Ida's landfall on Sunday.

State of Emergency

On Friday, August 27, 2021, Louisiana Governor John Bel Edwards declared a state of emergency for the entire state ahead of Hurricane Ida's landfall. Here are some resources and information that may be beneficial to you and to our impacted members:

- Emergency medical management processes are in place, in accordance with [LDH Informational Bulletin 21-17](#), 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. AmeriHealth Caritas Louisiana will provide any necessary guidance to the provider on the cancellation of the original authorization and issuance of a new authorization, if applicable. All other prior authorization requests will continue to be subject to the applicable requirements to establish medical necessity.
- AmeriHealth Caritas Louisiana has temporarily lifted pharmacy edits to allow refill approvals for the residents in [parishes under mandatory evacuations](#) (full and partial):
 - Assumption
 - Jefferson
 - Lafourche
 - Orleans
 - Plaquemines
 - St. Charles
 - St. Mary
 - Terrebonne
- In impacted parishes not under mandatory evacuations, 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 through midnight Monday, September 6, 2021.
- AmeriHealth Caritas Louisiana's Community Wellness Center in Shreveport will be closed Monday, August 30th. The New Orleans center will be closed through Tuesday, August 31, 2021 at which time we will reassess.
- Our Provider Services (1-888-922-0007) and Members Services (1-888-756-0004) lines remain open.
- 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/>
- Storm preparation resources [on the AmeriHealth Caritas Louisiana website.](#)
- [Generator Safety](#)

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?

You can find a complete listing of provider alerts 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.