

To: AmeriHealth Caritas Louisiana Providers

Date: August 26, 2020

Subject: Changes to Durable Medical Equipment, Pediatric Day Health Care, Home Health, Rehabilitation and Personal Care Services due to Hurricane Laura

Summary: On August 20, 2020, Governor John Bel Edwards declared a state of emergency ahead of Hurricane Laura, as significant impact to the state of Louisiana is expected. **This policy change is effective August 25, 2020 and shall only be applicable for parishes that have instituted mandatory evacuations.** Providers will be notified when this temporary policy change ends.

Any enrollee in one of the declared parishes, who is in need of replacement durable medical equipment (DME) or supplies previously approved by AmeriHealth Caritas Louisiana, may contact any durable medical equipment provider in AmeriHealth Caritas Louisiana's network of providers to obtain a replacement. Enrollees are not required to have a new prescription and medical documentation for the replacement equipment or supplies.

Enrollees who were approved to receive medical equipment, supplies, home health services, rehabilitation, pediatric day health care or personal care services from a provider in a parish with a mandatory evacuation 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. We will provide any guidance to the provider on the cancelation of the original authorization and issuance of a new authorization, if applicable.

All other prior authorization requests shall continue to be subject to the applicable requirements to establish medical necessity. To request an authorization or for questions about an existing authorization, our Utilization Management department can be reached by phone at 1-888-913-0350 or by fax at 1-866-397-4522.

Missed an alert?

You can always find a complete listing of provider alerts on the [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 update-to-date information for both providers and members, including frequently asked questions, cancellations and

postponements, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.