



## Louisiana Department of Health August 28, 2021

### Hurricane Ida Member Assistance FAQs

#### MEDICAID SERVICES

**Q: Can I use my Louisiana Medicaid card to receive medical services out of state or if I evacuated? Am I covered beyond prescription services?**

Yes, the out-of-state provider will need to enroll with Louisiana Medicaid or contract with your managed care health plan in order to treat you and be reimbursed for your care. Please ensure the provider you choose follows all Louisiana published guidance here:

[www.ldh.la.gov/idaproviderresources](http://www.ldh.la.gov/idaproviderresources). It includes a provider FAQ with guidance on billing and payment. If you have questions on particular services, please visit our page here to search for a specific service and contact info that may assist you: <https://ldh.la.gov/index.cfm/page/319>.

**Q: I had to evacuate to another state. Do I need to cancel my Louisiana Medicaid and apply in the state I evacuated to?**

You do not need to cancel your Louisiana Medicaid coverage if you intend to return to Louisiana. You can still get treatment in the state you evacuated to as long as the provider you choose follows the guidance published at [www.ldh.la.gov/idaproviderresources](http://www.ldh.la.gov/idaproviderresources).

**Q: I lost my durable medical equipment (DME) such as my wheelchair or other item. How do I get it replaced?**

Please call your health plan to coordinate for replacement DME. The MCO can coordinate with providers to ascertain which providers are operational, have the necessary equipment, are in range, etc. By calling the MCO, it saves several steps on ensuring provider gets paid and the member won't have to call multiple providers to find what they need.

Please call the MCO member services number below for your health plan for assistance:

Health Plan	Contact
Aetna	Member Services: 1-855-242-0802
AmeriHealth Caritas	Member Services: 1-888-756-0004
Healthy Blue	Member Services: 1-844-521-6941
Louisiana Healthcare Connections	Member Services: 1-866-595-8133
United Healthcare	Member Services: 1-866-675-1607

If you are a legacy Medicaid, or fee-for-service, member, please contact Irma Gauthier to assist in finding a provider to replace your equipment. Her email is [irma.gauthier@la.gov](mailto:irma.gauthier@la.gov) or you can call at 225-342-5691.

## PHARMACY SERVICES

**Q: I lost my prescriptions that were recently filled. Can I get refills with my Medicaid card (in Louisiana or out of state)?**

Yes, pharmacists have discretion for early refill allowances. Pharmacists can use their professional judgement with existing overrides and documentation. If using an out of state pharmacy, the pharmacy must apply for expedited provider enrollment/provisional credentialing in Louisiana to get paid. That guidance can be found at [www.ldh.la.gov/idaproviderresources](http://www.ldh.la.gov/idaproviderresources).

The early refill and prior authorization edits have been changed from a denial edit to an educational edit for Fee for Service (FFS) and the managed care organizations (MCOs) pharmacy claims in parishes that have mandatory evacuation orders, whether parish-wide or parts of the parish. Check your weather channel for the latest information on evacuations. Pharmacists can use their professional judgement with existing overrides and documentation in other affected areas.

**Q: Is there any assistance available to access over the counter medicines?**

There may be assistance through your managed care plan. Please call your health plan to see what they may offer.

Health Plan	Contact
Aetna	Member Services: 1-855-242-0802
AmeriHealth Caritas	Perform Rx Member Services: 1-866-452-1040
Healthy Blue	Member Pharmacy Services: 1-833-207-3114

Louisiana Healthcare Connections	Member Services: 1-866-595-8133
United Healthcare	Member Services: 1-866-675-1607

If you are a fee-for-service member (also known as legacy Medicaid), Medicaid only covers antihistamine and antihistamine/decongestants as over the counter medications. All other over the counter medications are not payable.

**Q: I tried/am trying to refill my prescription before evacuating but my pharmacy is closed. What do I do?**

If you have not left Louisiana or evacuated yet, please bring your prescription bottles with you and try to fill all prescriptions in the state of Louisiana before you leave if there is time. If you have already evacuated and could not bring your medications or get them refilled in Louisiana, do not worry. You can still refill your prescriptions out of state. Pharmacists have discretion for early refill allowances. Pharmacists can use their professional judgement with existing overrides and documentation. The pharmacy will have to enroll/credential with Louisiana Medicaid for payment.

If needed, your prescriber/doctor can call in a prescription at any pharmacy that is open. If you need assistance with locating a doctor to help you, please contact your health plan:

Health Plan	Contact
Aetna	Member Services: 1-855-242-0802
AmeriHealth Caritas	Member Services: 1-888-756-0004
Healthy Blue	Member Services: 1-844-521-6941
Louisiana Healthcare Connections	Member Services: 1-866-595-8133
United Healthcare	Member Services: 1-866-675-1607

If you are a fee-for-service/legacy Medicaid member, please contact the Pharmacy Help Desk at 1-800-437-9101.

**Q: I refilled my prescription but did not bring it with me when I evacuated. Can I get another refill?**

If you filled them at a chain pharmacy like CVS or Walgreens, if you are able, you can try going to a different location of the same pharmacy and give them your name and date of birth. Sometimes they can access the records. Pharmacists have discretion for early refill allowances. Pharmacists can use their professional judgement with existing overrides and documentation. If using an out of state pharmacy, the pharmacy must apply for expedited provider

enrollment/provisional credentialing in Louisiana to get paid. That guidance can be found at [www.ldh.la.gov/idaproviderresources](http://www.ldh.la.gov/idaproviderresources).

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Alternatively, your prescriber/doctor can also call in a prescription at any pharmacy that is open. If you need assistance with locating a doctor to help you, please contact your health plan:

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Aetna	Member Services: 1-855-242-0802
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If you are a fee-for-service/legacy Medicaid member, please contact us at 1-800-437-9101.