

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

Background: This policy change is effective August 25, 2020, and is only applicable for the following parishes: Allen, Beauregard, Calcasieu, Cameron, Grant, Jefferson Davis, Jackson, LaSalle, Lincoln, Natchitoches, Ouachita, Rapides, Sabine, Union, Vernon and Winn.

What actions has Healthy Blue taken to address this issue?

The Louisiana Department of Health (LDH) has directed all MCOs to ensure that any enrollee in one of the declared parishes, who is in need of replacement durable medical equipment (DME) or supplies previously approved by the MCO, may contact any durable medical equipment provider contracted with the MCO 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 an MCO.

All other prior authorization requests will continue to be subject to the applicable requirements to establish medical necessity.

Are you storm ready?

Hunkering down for a hurricane may be different this year because of the need to protect yourself and others from COVID-19. For general guidance from LDH, please visit <https://bit.ly/3hvo5vj>.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.