

July 2019

## **Changes to Durable Medical Equipment, Home Health, Rehabilitation and Personal Care Services and Pharmacy Due to Tropical Storm Barry**

**Background:** On July 10, 2019, Governor John Bel Edwards declared a state of emergency ahead of Tropical Storm Barry with significant impact to the state of Louisiana. The following parishes (or portions thereof) are currently under mandatory evacuation:

- Jefferson
- Lafourche
- Plaquemines
- St. Mary
- Terrebone

This policy change is effective July 11, 2019 and shall only be applicable for residents in the affected declared parishes. Healthy Blue will be notified if additional parishes are declared and notified when this temporary policy change ends.

### **Durable Medical Equipment, Home Health, Rehabilitation and Personal Care Services**

The Louisiana Department of Health (LDH) is directing Healthy Blue to ensure that any member in one of the declared parishes, who is in need of replacement durable medical equipment (DME) or supplies previously approved by Healthy Blue, may contact any durable medical equipment provider contracted with Healthy Blue to obtain a replacement. Members should not be required to have a new prescription and medical documentation for the replacement equipment or supplies.

Recipients who were approved to receive medical equipment, supplies, home health services, rehabilitation or personal care services from a provider in a declared parish who 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 Healthy Blue. Healthy Blue shall 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.

### **Pharmacy**

LDH is directing Healthy Blue to lift the following edits for Medicaid recipients who live in the affected parishes. The edits should be changed from a denial to educational, or bypass within 24 hours of this notice for the affected areas.

- Early refills on non-controlled medications – should be bypassed or allow a pharmacist override, except for controlled and/or specialty drugs.

**<https://providers.healthybluelouisiana.com>**

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- Prior authorization on non-controlled medications – should be bypassed or allow a pharmacist override, except for controlled and/or specialty drugs.

The standard emergency override should still be available to pharmacies.

This pharmacy policy change is only applicable for residents in the affected parishes identified in the emergency declaration and should be based on the recipient's home address. These edits should NOT require a phone call to Pharmacy Benefit Management for override.

**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**.