

January 2018

## Healthy Blue influenza hospital and provider discharge planning

On January 3, 2018, the Louisiana Department of Health and Hospitals reported that Louisiana is seeing widespread and early flu activity. According to the Centers for Disease Control and Prevention, Louisiana is among the states with the highest confirmed illnesses through symptoms and laboratory surveillance.

### Influenza discharge planning

In an effort to support our local hospital and provider community, Healthy Blue is sending this notice to advise providers of our available resources to support effective and safe discharge planning over the upcoming three-day holiday weekend.

### What actions will Healthy Blue take to assist in discharge planning?

The following specific actions will be put into effect beginning at 5 p.m. Central time on January 12, 2018, through close of business (5 p.m. Central time) on January 17, 2018:

- We are relaxing prior authorization requirements for home health, durable medical equipment (DME), home intravenous (IV) infusions and outpatient IV infusions.
- Prior authorizations are still required for services but can be obtained on the next working business day of January 16, 2018.
- Home health care, DME and IV infusion services can be provided to members as part of hospital discharges, and the provider can obtain approval on the next working business day.
- Providers will not be denied for providing needed home health care, DME or IV infusion services without prior authorization during the dates of service outlined above.
- We respectfully request notification of admissions to assist in post discharge care coordination or needed case management services. We will not deny an inpatient facility for late notification or late submission of clinical information.
- We will apply medical necessity criteria to all services during this time.
- If a member needs help with a mental health or substance use crisis, they can call the Behavioral Health Crisis Line 24/7 at **1-844-227-8350**.
- We will continue to verify member benefit eligibility, apply national coding guidelines and deny noncovered benefits as part of the medical management and claims review process during this time frame.

### Key contact numbers for members and providers

- Provider Services available 24/7 365 days a year: **1-844-521-6942**
- For faxed prior authorization requests: **1-800-964-3627** or access the Availity Portal at <https://www.availity.com>
- Member Services: **1-800-600-4441 (TTY 711)**
- 24-hour Behavioral Health Crisis Line: **1-844-227-8350**
- Southeastrans **1-855-325-7576** — for help arranging transportation for a member

### What if I need assistance?

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

<https://providers.healthybluelouisiana.com>

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