

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

**Background:** On October 6, 2020, Governor John Bel Edwards declared a state of emergency ahead of Hurricane Delta, as significant impact to the state of Louisiana is expected. This policy change is effective October 8, 2020, and shall only be applicable for parishes that have instituted mandatory evacuation orders. Managed care organizations (MCOs) will be notified when this temporary policy change ends.

### **What actions has Healthy Blue taken to address this issue?**

The Louisiana Department of Health (LDH) is directing all MCOs to ensure that any enrollee in one of the parishes under a mandatory evacuation order, 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 should not be 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**.