

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: October 7, 2017

Subject: Medical and Pharmacy Processes for Providers Located In or Serving Areas Affected by Hurricane Nate

Summary: Effective October 7, 2017, AmeriHealth Caritas Louisiana has temporarily modified medical and pharmacy processes in order to support members affected by recent severe weather. **Please note updated expiration date on Page 2 for changes in alignment with LDH Informational Bulletins 17-10 & 17-11.**

Current prior authorization processes have been temporarily modified in order to support members who may have sustained damage to, or lost essentials like medication and medical supplies or equipment during this week's storm. Therefore effective October 7, 2017, the following shall apply:

- No administrative denials will be issued for requests that are received late or after urgent services were supplied in the affected parishes. Medical necessity review will be completed on all new requests.
- We will be accepting authorization requests from non-participating providers, as appropriate, for members residing in the affected parishes.
- No administrative denials will be issued for duplication of services — the requests will be reviewed on a case by case basis to determine if the current provider is no longer able to supply or provide the services. We will cancel the current authorization and provide a new authorization, as appropriate, for those services. Members living in one of the affected parishes – Assumption, Iberia, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne and Vermillion – can utilize a Medicaid enrolled or health plan contracted provider of their choice, if available.
- For replacement equipment that would require prior authorization, a new prescription and medical documentation will not be required if there is a current authorization on file with the health plan.
- All other new prior authorization requests (non-replacement) for equipment, supplies, and medical services will require a prescription from a doctor and documentation to establish medical necessity.

The following pharmacy authorizations have also been temporarily modified effective October 7, 2017:

- Early refills on non-controlled medications will be bypassed or a pharmacist override will be allowed, except for controlled and/or specialty drugs.
- Prior authorization on non-controlled medications will be bypassed or a pharmacist override will be allowed, except for controlled and/or specialty drugs.
- Copay exemptions will be made for affected members.

Members can call Pharmacy Services at **1-800-684-5502** for assistance. They are available 24 hours a day, seven days a week.

The above modified prior authorization processes and pharmacy edits will be in effect through Monday, October 9, 2017 at 11:59 PM, in the following affected parishes only:

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| • Assumption | • St. James |
| • Iberia | • St. John the Baptist |
| • Jefferson | • St. Martin |
| • Lafourche | • St. Mary |
| • Livingston | • St. Tammany |
| • Orleans | • Tangipahoa |
| • Plaquemines | • Terrebonne |
| • St. Bernard | • Vermillion |
| • St. Charles | |

If directed by the Louisiana Department of Health, AmeriHealth Caritas Louisiana will notify providers should there be a need to extend the duration of these modified processes.

Questions:

Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana's Provider Services department at **1-888-922-0007** or your Provider Network Management account executive.