



September 10, 2024

State of Emergency

Governor Jeff Landry has declared a state of emergency for the entire state of Louisiana ahead of Hurricane Francine. Here are some resources and information that may be beneficial to you and to our members impacted by these recent events:

- AmeriHealth Caritas Louisiana’s Baton Rouge office and Community Wellness Center in New Orleans will be closed from September 11 – September 12). However, our Provider Services (1-888-922-0007) and Members Services (1-888-756-0004) lines remain open.
- Emergency medical management processes are in place and temporary adjustments have been made to normal prior authorization processes to support members who may have fled their homes without essentials like medication and medical supplies/equipment.
- AmeriHealth Caritas Louisiana has temporarily lifted pharmacy edits and allowing early refills of non-controlled medications also bypassing prior authorizations for pharmacy claims through September 20, 2024. The early refill and prior authorization bypasses will not include controlled substances or specialty medications. Pharmacy Member Services may be reached at 1-800-424-1664.
- Please reiterate the importance of “Turn Around, Don’t Drown!” in your interactions with members. Remind them to never drive through flood waters. It’s not worth the risk!

If you need to make our members aware of any impact on your office availability, please get in touch with your [Provider Network Management Account Executive](#) or email us at network@amerihealthcaritasla.com.

As always, thank you for your continued support and commitment to our members' care. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana’s Provider Services department at 1-888-922-0007.

Additional resources:

- 911 is still the best number to call for emergencies and evacuation assistance.
- Red Cross Louisiana Flood Response information, including shelter info: <http://www.redcross.org/local/louisiana/flood-information>
- FEMA <https://www.fema.gov/Register> flood damage at www.disasterassistance.gov, or by calling 1-800-621-FEMA, even if your parish is not currently in the federal disaster declaration.
- LaDOTD Road Closures: <https://www.511la.org/>