

To: AmeriHealth Caritas Louisiana Providers

Date: November 1, 2024

Subject: [Informational Bulletin 24-41](#): Emergency Oxygen Equipment and Supplies Policy Clarification

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Emergency Oxygen Equipment and Supplies Policy Clarification

AmeriHealth Caritas Louisiana would like to inform you that the Louisiana Department of Health (LDH) updated the Durable Medical Equipment (DME) Provider Manual to clarify DME provider responsibilities related to access to oxygen equipment and supplies during an official state and/or federally declared emergency. The updates to Section 18.1 Services and Limitations and Section 18.4 Provider Responsibilities are located on www.lamedicaid.com.

The changes are outlined below:

- Medically necessary backup oxygen and equipment provided during an official state and/or federally declared emergency cannot be considered non-covered.
- Backup oxygen and equipment provided outside an official state and/or federally declared emergency is non-covered.
- Providers are responsible for ensuring that medical oxygen and oxygen-related equipment are available during official state and/or federally declared emergencies, if medically necessary.
- ACLA will not reimburse providers for unused equipment and supplies picked up after an emergency.

AmeriHealth Caritas Louisiana will update our provider manuals to reflect the policy clarification by **November 28, 2024**. ACLA will also notify providers of any special process for handling these claims.

For full details, please see [Informational Bulletin 24-41](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached daily between 7:00 am – 7:00 pm.

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