



Louisiana Department of Health Informational Bulletin 20-5

Revised September 23, 2020

Due to the COVID-19 emergency declaration, temporary changes in provider policy and managed care practices are reflected herein to respond to the emergency. All other non-COVID-19 related policy remains in effect and shall be followed.

COVID-19 – Provider Update

This bulletin is to inform all providers rendering services to Louisiana Medicaid members, including members of all Medicaid managed care organizations (MCO). This advisory will be updated as new information is available.

On March 11, 2020, Governor Edwards declared a public health emergency in response to COVID-19. For current updates on the status of COVID-19 in Louisiana, please see the Office of Public Health (OPH) COVID-19 website, located at: <http://ldh.la.gov/coronavirus>.

The information below is provided in relation to COVID-19 in Louisiana.

Laboratory Testing of Suspected Patients

For patient selection and testing procedures, please refer to the recent OPH Health Alert Network Messages, located at: <http://ldh.la.gov/index.cfm/page/3865>.

Effective for dates of service on or after March 5, 2020, Louisiana Medicaid covers commercial COVID-19 testing, without restrictions or prior authorization. Reimbursement is provided at Medicare rates and this coverage is provided with no copay. A separate COVID-19 Laboratory Testing fee schedule is available at:

https://www.lamedicaid.com/provweb1/fee_schedules/feeschedulesindex.htm.

This fee schedule contains information specific to the procedure codes, types of service, reimbursement, and effective dates of service for covered laboratory testing related to COVID-19. It will be updated as needed throughout the COVID-19 event.

Laboratory Testing using High Throughput Technology

Effective for **dates of service on or after April 14, 2020**, Louisiana Medicaid covers laboratory testing that uses high throughput technology represented by the newly established HCPCS codes. Laboratory providers with this capacity and any required certification may submit claims for the tests performed. Relevant procedure codes and fees are available on the COVID-19 Laboratory Testing fee schedule.

Laboratory Testing that includes Respiratory Viral Panels

Many commercially available respiratory viral panel tests, represented by CPT codes 87631, 87632 and 87633 that do not include specific SARS-CoV-2 targets, are not appropriate for diagnosing suspected COVID-19 at this time.

Effective for dates of service on and after July 14, 2020, commercially available respiratory viral panel tests that do contain SARS-CoV-2 targets are covered and must be billed with procedure code 0223U. Providers should select the most appropriate test for the diagnosis of suspected COVID-19. Use of directed testing with more narrow tests as defined by procedure codes such as 87426, 87635, U0003 or U0004 may be more appropriate in many cases.

Relevant procedure code additions have been made to the published COVID-19 Laboratory Testing fee schedule.

Testing and Treatment Coverage

For all Medicaid members, testing is covered with no copay. In addition, clinic visits, emergency department visits, and hospitalizations related to COVID-19 testing and treatment are covered without copays.

Per the Families First Coronavirus Response Act and the Coronavirus Aid, Relief, and Economic Security Act, Louisiana Medicaid has expanded coverage to include COVID-19 testing for uninsured individuals for the duration of the federally declared public health emergency. Coverage is limited to COVID-19 testing and related office visits for uninsured Louisiana residents. No treatment costs are covered under this program.

The new benefit is provided through Medicaid fee-for-service and not Healthy Louisiana through a managed care organization. Providers must be a Medicaid enrolled provider and must be enrolled before services are provided. Providers not enrolled as a Medicaid provider with DXC will need to complete a [temporary emergency application](#) with Medicaid's fiscal intermediary, DXC, to be paid for testing and testing related services for the uninsured. Providers will be required to self-attest on the uninsured individual's application to Medicaid that they are not also [billing the Department of Health and Human Services \(HHS\) or the Health](#)

[Resources and Services Administration \(HRSA\)](#) for the same services. You also may not bill on any contract with the Louisiana Department of Health to provide COVID-19 testing for these patients. If Medicaid identifies other third party coverage is available (e.g., Medicare, private insurance), Medicaid will not cover the services. For additional guidance, visit [Medicaid's provider web page for COVID-19 testing coverage for uninsured individuals](#). The site contains billing information, a [detailed provider guide](#), frequently asked questions for providers, and the [simplified application](#) patients can fill out to determine if they are eligible for coverage.

New procedure codes have been added to this coverage. Refer to [the provider guide](#) for the full list of allowable codes.

Serological Antibody Testing

Effective for dates of service on or after April 10, 2020, Medicaid will cover COVID-19 serological antibody testing for all beneficiaries when medically necessary. Relevant procedure codes are listed on the COVID-19 Laboratory Testing Fee Schedule. Serological antibody testing is covered for a maximum of two tests per year without prior authorization.

Providers should refer to CDC guidelines for test ordering and interpretation, available at: <https://www.cdc.gov/coronavirus/2019-ncov/lab/resources/antibody-tests.html>.

All serological antibody tests must be FDA-approved or authorized, a listing is available at: <https://www.fda.gov/medical-devices/emergency-situations-medical-devices/eua-authorized-serology-test-performance>.

Serological antibody testing is only covered for beneficiaries:

1. For evaluation of a recent past episode of symptoms to determine if the infection was from the SARS-CoV-2 virus; or
2. To assess risk of infection in an enrollee who believes that they are immune. In this case, a negative test would demonstrate continued susceptibility and provide an opportunity for discussion about the importance of mitigation measures. Please note: By CDC guidelines, a positive test does not necessarily mean that a beneficiary is immune to infection with SARS-CoV-2.

COVID-19 Counseling and Evaluation and Management Services

Under existing payment policies, physicians and other licensed practitioners furnishing counseling services related to COVID-19 may use evaluation and management visit codes, when applicable. When furnishing these services, physicians and other practitioners spending more than 50 percent of the face-to-face time (for non-inpatient services) or more than 50 percent of

the floor time (for inpatient services) providing counseling or coordination of care may use time to select the level of evaluation and management visit reported.

Counseling resources:

Provider Counseling Q&A: <https://www.cms.gov/files/document/covid-provider-counseling-ga.pdf>

Provider Counseling Talking Points: <https://www.cms.gov/files/document/covid-provider-patient-counseling-talking-points.pdf>

Provider Counseling Check List: <https://www.cms.gov/files/document/covid-provider-patient-counseling-checklist.pdf>

Handout for Patients to Take Home: https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/318271-A_FS_KeyStepsWhenWaitingForCOVID-19Results_3.pdf

Overall Telemedicine/Telehealth Policy

Louisiana Medicaid encourages the use of telemedicine/telehealth, when appropriate, for any and all healthcare services (i.e., not just those related to COVID-19 symptoms). Louisiana Medicaid, including all Medicaid MCOs, allows for the telemedicine/telehealth mode of delivery for many common healthcare services. When otherwise covered by Louisiana Medicaid, telemedicine/telehealth is allowed for all CPT codes located in Appendix P of the CPT manual (relevant codes listed below).

Permissible Telecommunications Systems:

All services eligible for telemedicine/telehealth may be delivered via an interactive audio/video telecommunications system. A secure, HIPAA-compliant platform is preferred, if available. However, for the duration of the COVID-19 emergency, if a HIPAA-compliant system is not immediately available at the time it is needed, providers may use everyday communications technologies such as cellular phones with widely available audio/video communication software. The Office for Civil Rights at the Department of Health and Human Services maintains a list of software deemed appropriate for use during this event at:

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>.

For the duration of the COVID-19 emergency, in cases where an interactive audio/video system is not immediately available at the time it is needed, an interactive audio-only system (e.g., telephone) without the requirement of video may be employed, unless noted otherwise. For use of an audio-only system, the same standard of care must be met and the need and

rationale for employing an audio-only system must be documented in the clinical record. Please note, some telemedicine/telehealth services described below require delivery through an audio/video system due to the clinical nature of these services. Where applicable, this fact is noted explicitly.

Effective with dates of service on and after June 1, 2020, "Telephone Services" represented by CPT codes 99441, 99442, and 99443 will no longer be payable under the Professional Services or Outpatient Hospital programs. Claims for audio-only interactions must be coded using the appropriate procedure codes describing the service, for example evaluation and management services, with the telehealth modifier and place of service appended.

Originating Site:

The originating site refers to where the patient is located. There is currently no formal limitation on the originating site and this can include, but is not limited to, the patient's home.

Distant Site:

The distant site refers to where the provider is located. The preferred location of a distant site provider is in a healthcare facility. However, if there is disruption to a healthcare facility or a risk to the personal health and safety of a provider, there is no formal limitation as to where the distant site provider can be located, as long as the same standard of care can be met.

Other Requirements:

As always, providers must maintain the usual medical documentation to support reimbursement of the visit. In addition, providers must adhere to all telemedicine/telehealth-related requirements of their respective professional licensing boards.

Reimbursement:

Reimbursement for services delivered through telemedicine/telehealth is at the same level as reimbursement for in-person services. This includes services delivered by an audio/video telecommunications system as well as by an audio-only system. MCOs with contracts that exclude providers from delivering services via telehealth have been instructed to amend those contracts to allow it, where clinically appropriate.

Billing Instructions (non-FQHC/RHC):

Providers must indicate place of service 02 and must append modifier -95. Services delivered via an audio/video system and via an audio-only system should be coded this same way.

Billing Instructions for FQHCs/RHCs:

Providers must indicate place of service 02 and append modifier -95 on the header and on all detailed service lines. Services delivered via an audio/video system and via an audio-only system should be coded this same way. Reimbursement for these services in an FQHC/RHC will be at the all-inclusive prospective payment rate on file for the date of service.

Relevant CPT codes covered in the overall telemedicine/telehealth policy are listed below. In addition, other services are eligible to be delivered via telemedicine/telehealth (e.g., PT/OT/SLT) and these are detailed later in this bulletin.

Category	Service	CPT Code(s)
Behavioral Health	See Medicaid Health Plan Advisories posted at http://ldh.la.gov/index.cfm/page/1198 .	
Dialysis	End-Stage Renal Disease Services	90951, 90952, 90954, 90955, 90957, 90958, 90960, 90961
Cardiovascular	Cardiovascular Monitoring Services	93228, 93268, 93272
Psychological, Neuropsychological Testing	Neurobehavioral Status Examination	96116
Evaluation and Management, Office or Other Outpatient Services	New Patient	99201, 99202, 99203, 99204, 99205
	Established Patient	99211, 99212, 99213, 99214, 99215
Hospital Inpatient Services	Subsequent Hospital Care	99231, 99232, 99233
Nursing Facility Services	Subsequent Nursing Facility Care	99307, 99308, 99309, 99310

Telehealth Requirements for Physical, Occupational, and Speech Therapy

Effective for dates of service on or after March 17, 2020, and for the duration of the COVID-19 emergency, Louisiana Medicaid encourages and will reimburse the use of telehealth, when appropriate, for rendering physical therapy, occupational therapy, and speech therapy to

members. Telehealth can facilitate the continuation or establishment of these services while complying with the need for social distancing.

Telehealth services can be rendered for the care of new or established patients, or to support the caregivers of new or established patients. For services requiring prior authorization, a new prior authorization request does not need to meet any additional criteria to be eligible for telehealth delivery and an existing prior authorization does not need an addendum to be eligible for telehealth delivery.

Telehealth services must be rendered by licensed providers for their respective therapies, which include physical therapists, occupational therapists, and speech-language pathologists, subsequently referred to collectively as the “therapy provider.”

EarlySteps Providers

Prior to the session, the therapy provider should obtain permission from the member or caregiver to proceed with telehealth and this discussion should be documented in the clinical record. The therapy provider should also assist the member or caregiver in setting up any technology needed. The therapy provider is responsible for all aspects of the respective care provided to a patient, including determining and documenting the extent to which the use of technology is necessary and appropriate in the provision of the rendered therapy. A member’s appropriateness for telehealth should be determined on a case-by-case basis, with selections based on the judgment of the therapy provider, the member’s informed choice, and professional standards of care. The therapy provider should ensure that care is provided in a secure, confidential location.

The therapy provider and member/caregiver must use an interactive audio/video telecommunications system.

Billing and Claims Processing Update:

The Louisiana Medicaid fee-for-service (FFS) claim processing system is being updated to allow the teletherapy place of service (02) and the procedure modifier 95 to no longer deny claims. All FFS claims submitted with a date of service on or after March 16, 2020, that were denied due to the use of these teletherapy codes will be recycled without any action required by providers as long as there were no other claim billing errors. This claims recycle is expected to occur on the remittance of April 28, 2020.

Providers must continue to include all other applicable EarlySteps procedure code modifiers (e.g., U8, TJ, or SE as applicable) on any teletherapy claims submitted. Claims submitted

without the appropriate procedure code modifiers will remain in a denied status until they are corrected. Providers should correct any prior submitted claims without these modifiers in order to receive payment.

All Therapy Providers

A list of relevant procedure codes is included below. Providers must indicate place of service 02 and must append modifier -95.

Physical Therapy	Occupational Therapy	Speech/Language Therapy
97161	97165	92507
97162	97166	92508
97163	97167	92521
97164	97168	92522
97110	97530	92523
G0151	G0152	92524
		G0153

Telehealth Requirements for Applied Behavior Analysis (ABA)

Effective for dates of service on or after March 17, 2020, and for the duration of the COVID-19 emergency, Louisiana Medicaid encourages and will reimburse the use of telehealth, when appropriate, for rendering certain ABA services. LDH will determine upon resolution of the COVID-19 emergency if telehealth services should remain in place as part of the ABA program. Telehealth services can be rendered for the care of new or established patients or to support the caregivers of new or established patients.

An established patient is defined as one who already has an approved and prior authorized treatment plan. An existing prior authorization does not need an addendum to be eligible for telehealth delivery. All prior authorizations will be extended through October 31, 2020. However, new patients still require approval and prior authorization for services, and subsequent new assessments and behavior treatment plans can be performed remotely via telehealth only if the same standard of care can be met. Previously approved prior authorizations can be amended to increase units of care and/or to reflect re-assessment goals. Prior authorization requests submitted after October 31 for either new or established patients

must include how telehealth will be incorporated into the behavior treatment plan, when telehealth is clinically appropriate.

The codes listed below can be performed via telehealth; however, requirements for reimbursement are otherwise unchanged from the Applied Behavior Analysis Provider Manual.

Relevant CPT codes include:

97151

97152

97153

97154

97155

97156

97157

97158

Billing Instructions:

Claims processing systems were updated by March 24, 2020. In addition to providing a CPT code, providers must indicate place of service 02 and must append modifier -95. Services delivered via an audio/video system and via and audio-only system should be coded this same way.

Guidance for Telehealth ABA:

Telehealth services must be based on ABA methodology and rendered or directed by a registered line technician (RLT), Licensed Behavior Analyst (LBA), or Certified Assistant Behavior Analyst (CaBA). The caregivers/patients and RLT/LBA/CaBA must be linked through an interactive audio/visual telecommunications system. If an audio/visual telecommunications system is not available, then the LBA/CaBA may use an audio system, without the requirement of video, as long as the same standard of care can be met. The need and rationale for an audio-only service should be documented in the medical record. The purpose of this service is to provide family adaptive behavior treatment guidance, which helps parents and/or caregivers properly use treatment procedures designed to teach new skills and reduce challenging behaviors. Given the rapidly changing conditions during the COVID-19 emergency, addenda to Behavior Treatment Plans can be made to increase the units approved.

Guidance for In-Person Services during COVID-19 Emergency

In accordance with Healthcare Facility Notice/Order Notice #2020-COVID19 ALL 020 issued June 4, 2020, ABA services rendered by an in-person RLT, LBA, or SCABA should be converted to

telehealth or postponed whenever possible. However, providers shall consider the entire clinical picture when determining if a service can be safely converted to telehealth or postponed. It is recognized that some patients may qualify as having an “emergency medical condition” that could place the health of the individual or his/her caregiver(s) in serious jeopardy. For example, patients engaging in self-injurious behaviors, injuring others, and at risk of elopement may require in-home ABA services to prevent serious harm to themselves or others.

When considering in-person services, the provider should determine: 1) if the loss of these services will result in eminent danger for the patient and 2) the risks involved in providing such services. The provider should document evidence to support that the in-person services are provided to minimize eminent or existing danger to the patient/caregiver(s) and that the services cannot be rendered via telehealth.

Telehealth supervision of in-home therapy rendered by a RLT must utilize a LBA/CaBA to provide remote supervision. Each RLT must obtain ongoing supervision as approved in the patient’s plan of care. Supervision may be conducted via an interactive audio/video telecommunications system in lieu of the LBA/CaBA being physically present. The purpose of supervision is to improve and maintain the behavior-analytic, professional, and ethical repertoires of the RLT and facilitate and maintain the delivery of high-quality services to his or her patients.

In-person Encounter Requirements

IF in-person encounters between RLT/LBA/CaBA/ are considered medically necessary, and IF the RLT/LBA/CaBA AND patient/caregivers agree that such encounters are necessary and safe, all providers and patients/caregivers are strongly advised to adhere to LDH and CDC recommendations to reduce exposure to themselves, their staff, and their patients. All patients, caregivers, providers, and staff should be screened for symptoms of COVID-19, pursuant to CDC guidance. Patients (when feasible) and caregivers should wear cloth face coverings or face masks during the encounter, and providers and staff should wear surgical face masks.

Interprofessional Telephone/Internet/Electronic Health Record Services (E-Consults)

Based upon direction from the Centers for Medicare and Medicaid Services (CMS), E-consult codes are no longer payable for dates of service on or after April 9, 2020. LDH continues to work diligently with CMS to restore the service option.

Telehealth at Outpatient Hospital Facility

Effective for dates of service on or after March 17, 2020, outpatient hospital facilities must bill telehealth claims using the normal revenue code and applicable procedure code with modifier 95 appended.

The POS 02 telehealth guidance for professional claims does not apply for telehealth billing on the UB 04 Form.

Secondary Claims (Third Party Liability – TPL) for Telehealth:

If a primary insurance claim for telehealth services was submitted with a place of service equal to the primary carrier's billing requirements and modifier -95 is appended to the procedure code for a covered service, DXC will allow the secondary claims and encounters. Place of service (POS) 02 will not be required for these claims. This instruction also applies to MCOs.

All secondary (TPL) claims submitted for effective dates of service (as described elsewhere in this document) that were denied due to invalid place of service that have modifier-95 appended to applicable procedure codes will be reprocessed without any action required by providers.

EPSDT Preventive Services Telemedicine/Telehealth Visits (Well-Child Care) during COVID-19

Effective for dates of service on or after March 5, 2020, the use of telemedicine/telehealth to perform clinically appropriate components of Early and Periodic Screening, Diagnostic and Treatment (EPSDT) preventive services for members older than 24 months of age will be allowed. Essential components of an EPSDT preventive service visit that are impossible to perform via telemedicine/telehealth (e.g., a complete physical exam, vision and hearing screenings, fluoride varnish, laboratory tests, and immunizations) can be performed during an in-person interperiodic visit at a later date when limitations on non-emergent clinical care are lessened.

Coding for EPSDT preventive services completed through telemedicine/telehealth and interperiodic visits:

- Telemedicine/telehealth visit: Normal EPSDT preventive services code by age (99381-99385, 99391-99395) with telehealth modifier (95), reduced services modifier (52), and place of service (02).
- In-person interperiodic visit: Normal EPSDT preventive services code (99391-99395).

The telemedicine/telehealth visit providing partial components of the EPSDT preventive services visit is reimbursed at 75% of the normal rate. The complete in-person interperiodic visit that occurs at a later date will be reimbursed at 100% of the fee on file.

Episodic and sick care (e.g., CPT codes 99212-99215) may be delivered by telemedicine/telehealth to members of all ages, as long as the same standard of care can be met as an in-person visit. For EPSDT preventive services and episodic and sick care, the overall Medicaid telemedicine/telehealth policy applies including, but not limited to, telecommunication system recommendations, originating site, distant site, and reimbursement rates. As always, providers must maintain the usual medical documentation to support reimbursement of the visit.

Guidance for reducing infection risk while conducting in-person well-child visits is available from the Louisiana AAP (<https://www.laaap.org/wp-content/uploads/2020/03/Guidance-from-LA-AAP-on-Continuation-of-Well-Child-Visits-During-COVID.pdf>) and guidance specific to vaccine administration during the COVID-19 pandemic is available from the Office of Public Health (<http://ldh.la.gov/index.cfm/page/3891>). Please continue to monitor LDH policies and professional organization clinical guidance, as updates and resources are subject to change as the pandemic response evolves.

Pharmacy

Effective March 17, 2020, members may receive up to a 90-day supply, as appropriate, of medications that are not controlled substances. These include cardiovascular drugs (hypertension, coronary artery disease, thrombosis), diabetes drugs (oral and injectable), respiratory drugs (inhaled and oral), contraceptives, antiretrovirals, direct-acting antivirals for hepatitis C, immunosuppressives, antipsychotics, and antidepressants, among others. Existing prior authorizations on prescribed drugs and physician-administered drugs will also be extended through October 31, 2020, with no action needed by the prescriber. Additionally, member copays for prescribed drugs are waived, effective March 24, 2020.

To reduce exposure, providers should consider encouraging members to use pharmacies that offer free home delivery services or drive-through pickup services. To reduce contact, member signatures are no longer required.

Medication-Assisted Treatment for Substance Use Disorders

Prescribers are encouraged to use existing flexibility provided under federal law to ensure continuity of treatment for members with substance use disorders. Buprenorphine and buprenorphine/naloxone products, for example, are Schedule III controlled substances and

prescriptions may be written for up to a 30-day supply with up to two refills. The benefits of ensuring continuity of treatment and resulting overdose prevention will often outweigh the risks of diversion and misuse.

Prescribers are also encouraged to educate members regarding the availability of naloxone for those who may be at risk for overdose. Naloxone is available via a statewide standing order, and naloxone is covered without prior authorization for all Louisiana Medicaid members.

Durable Medical Equipment

Effective March 17, 2020, members may receive up to a 90-day quantity of supplies related to incontinence, diabetes, tracheostomy care, wound care, home dialysis, parenteral and enteral nutrition, apnea/breathing monitors and other respiratory supplies, home oxygen, electric breast pumps, pulse oximeter probes and tape, and intravenous therapy. Where necessary, existing prior authorizations should be extended through October 31, 2020, to accommodate a 90-day supply.

Multifunction Ventilator (E0467)

Effective for dates of services on or after March 1, 2020, Medicaid reimburses for multifunction ventilators through the durable medical equipment benefit. This addition is to allow providers flexibility in the types of ventilators that can be utilized to meet members' needs.

Other Prior Authorized Services

All existing prior authorizations for other services are extended through October 31, 2020.

- Any necessary medical and surgical procedures
- Home health services (EHH)
- EPSDT personal care services (PCS)
- Hospice services
- Therapies (PT/OT/SLT)
- Pediatric Day Health Care

Vaccine

At this time there is no vaccine to prevent COVID-19. When a federally approved vaccine is available, it will be covered for all Medicaid members with no copay.

Quarantine or Isolation Orders

Healthcare services provided as a result of a public health quarantine or isolation order or recommendation, when otherwise covered by Louisiana Medicaid, are always considered medically necessary.

Hospital-Based Utilization Management for Medical Stays

Medicaid MCOs have been instructed to resume ~~suspend once again~~ all hospital-based utilization management for medical hospitalizations including, but not limited to, service authorizations and concurrent reviews beginning October 12, 2020. ~~The purpose of this suspension is to ensure that all available hospital staff with clinical training can be deployed for response efforts. After the event period,~~ Medicaid MCOs have been directed that all efforts to conduct post-payment reviews of medical hospital stays during the event period must be approved by and coordinated with LDH to minimize disruption to hospitals.

Where possible, hospitals should continue to notify MCOs about admissions so that MCOs can assist with discharge planning. To maximize beds available for patients with COVID-19, Medicaid MCOs have been directed, to the maximum extent possible, to dedicate their hospital-based staff to facilitating rapid placement and discharge of currently hospitalized patients. MCOs have been directed to lift service authorizations for services necessary to ensure a safe discharge such as home health services and skilled nursing facility services.

Quality and Value-Based Payment Programs

Participation in provider quality incentive programs and value-based payment programs will not be negatively affected by the disruption caused by COVID-19. When determining provider incentives and value-based payment targets, Medicaid MCOs will account for the effects of COVID-19 on the healthcare system.

Personal Protective Equipment

Providers should preserve personal protective equipment for use with patients with suspected or confirmed COVID-19.

ICD-10 Diagnosis Coding

To ensure proper reporting, providers should follow CDC's Official Coding Guideline when selecting a diagnosis code. This guideline is available at:

<https://www.cdc.gov/nchs/icd/icd10cm.htm>.

Hospital Discharge Assistance – Managed Care Organizations

For assistance with resolving hospital discharge problems 24 hours a day, please use the telephone numbers listed below.

MCO	Phone Number
Aetna Better Health	504-473-6430
AmeriHealth Caritas Louisiana	225-300-9588
Healthy Blue	225-200-4751
Louisiana Healthcare Connections	318-261-9269
UnitedHealthcare	504-220-0696

Resources for Patients

For anyone with questions about coronavirus, please direct them to contact the Louisiana 211 Network by dialing 211. Or, they can text the keyword LACOVID to 898-211 for the most current information about the outbreak as it becomes available. They can also get answers here: www.la211help.org.

Member Reassignment

MCOs may resume the quarterly member reassignment process outlined in [Informational Bulletin 19-6](#) beginning October 1, 2020.

Credentialing Information

MCOs are following the guidance issued by the National Committee for Quality Assurance for provisional credentialing during this event. MCO contact information is provided:

MCO	Contact Information
Aetna Better Health	LAProvider@aetna.com
AmeriHealth Caritas Louisiana	<p>New providers seeking provisional credentialing and who seek to be part of the ACLA provider network beyond COVID-19 pandemic should submit the required documents to ProviderEnrollment@amerihealthcaritasla.com.</p> <p>Practitioners who do not seek to be part of the ACLA provider network/practice following the COVID-19 pandemic, and are providing care to members/patients as part of federal, state or local government emergency response team should submit</p>

	a non-participating provider form to network@amerihealthcaritasla.com .
Healthy Blue	LAinterPR@HealthyBlueLA.com
Louisiana Healthcare Connections	<p>In order to apply for provisional credentialing, please complete the standard credentialing packet and label the top as “Provisional Credentialing Request.”</p> <p>Submit completed packets to LHC Provider Credent@Centene.com.</p> <p>If you have questions regarding the provisional credentialing process please contact: Adam Fruge’ at AFRUGE@LOUISIANAHEALTHCONNECT.COM.</p>
UnitedHealthcare	<ol style="list-style-type: none"> 1. Submit a completed and signed application and attestation through CAQH ProView® Opens in a new window or a state-mandated application. Please be sure to select UnitedHealthcare as an approved health plan. 2. Submit a request for participation to UnitedHealthcare so we can start the provisional credentialing process. You can submit your request for participation in one of three ways: <ul style="list-style-type: none"> ○ Call 877-842-3210 and enter the practitioner’s tax identification number (TIN). Then, select Credentialing > Medical > Join the Network. ○ Email swproviderservices@uhc.com. Include the practitioner’s full name, National Provider Identifier (NPI) number, TIN, CAQH ID and a brief description of the request.

Appendix: DME HCPCS Codes for a 90-day Supply

Incontinence Supplies				
A4310	A4357	A4385	A4405	T4521
A4311	A4358	A4387	A4406	T4522
A4320	A4360	A4388	A4407	T4523
A4322	A4361	A4389	A4408	T4524

A4326	A4362	A4390	A4409	T4525
A4327	A4364	A4391	A4410	T4526
A4328	A4367	A4392	A4411	T4527
A4331	A4368	A4393	A4413	T4528
A4332	A4369	A4397	A4414	T4529
A4335	A4371	A4398	A4415	T4530
A4336	A4372	A4399	A4416	T4531
A4338	A4373	A4400	A4417	T4532
A4344	A4375	A4402	A4418	T4533
A4349	A4376	A4404	A4419	T4534
A4351	A4377		A4421	T4535
A4352	A4378		A4422	T4539
A4353	A4379		A4423	T4543
A4354	A4380		A4424	
A4355	A4381		A4425	
A4356	A4382		A4426	
	A4383		A4427	
	A4384		A4428	
			A4429	
			A4431	
			A4432	
			A4433	
			A4434	

Wound Care Supplies			
A4450	A6210	A6245	A6506

A4452	A6211	A6246	A6507
A4455	A6212	A6247	A6508
A4456	A6213	A6248	A6510
A4459	A6214	A6250	A6511
A4461	A6215	A6251	A6513
A4463	A6216	A6252	K0744
A5120	A6217	A6253	K0745
A5121	A6218	A6254	K0746
A5122	A6219	A6255	
A6021	A6220	A6256	
A6022	A6221	A6257	
A6023	A6222	A6258	
A6024	A6223	A6259	
A6025	A6224	A6260	
A6154	A6228	A6261	
A6196	A6229	A6262	
A6197	A6230	A6266	
A6198	A6234	A6402	
A6199	A6235	A6403	
A6203	A6236	A6404	
A6204	A6237	A6410	
A6205	A6238	A6446	
A6206	A6241	A6501	
A6207	A6242	A6502	
A6208	A6243	A6504	
A6209	A6244	A6505	

Apnea and Breathing Monitors
A4556
A4557
E0619

Electric Breast Pumps
A4281
E0603

Diabetic Supplies
A4224
A4225
A4230
A4231
A4233
A4234
A4235
A4236
A9274
A9276
A9277
A9278
E0607

Home Dialysis Supplies
A4690
A4730
A4740
A4750
A4755
A4760
A4765
A4860
A4913

Home Oxygen
A4615
A4616
A4618
E0430
E0431
E0433
E0439
E0443
E0444
E0447
E0565
E1358
E1390

K0738

Tracheostomy Care Supplies	
A4481	A4627
A4483	A4628
A4611	A4629
A4612	A7048
A4613	A7501
A4613	A7502
A4614	A7520
A4615	A7521
A4616	A7522
A4618	A7524
A4618	A7525
A4620	A7526
A4623	A7527
A4624	E0600
A4625	

Parenteral and Enteral Nutrients and Supplies
B4034
B4035
B4036
B4081
B4082

B4083
B4088
B4100
B4102-B4104
B4149-B4150
B4152-B4155
B4158-B4162

Pulse Oximeter Probes and Tape
A4606
E0445

Intravenous Therapy
S1015

Respiratory Supplies
A7003
A7005-A7009
A7012-A7017
E0470
E0471
E0480
E0482
E0483
E0570
E0585