



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

August 27, 2021

**FIMS #: 5772**

Sherry Wilkerson  
Account Manager  
Gainwell Technologies  
Louisiana Medicaid Contract  
8591 United Plaza Blvd. Ste. 270  
Baton Rouge, Louisiana 70809

RE: Emergency Declaration for Tropical Storm Ida

Dear Ms. Wilkerson:

Please include the following in the Remittance Advice message in the next published RA's and repeat for three consecutive weeks. It should also be included in the home page and in the next *Louisiana Medicaid Provider Update*. If you have questions related to this request please contact Brandon Bueche at [Brandon.bueche@la.gov](mailto:Brandon.bueche@la.gov) or 225-384-0460.

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**CHANGES TO DME, HOME HEALTH, PEDIATRIC DAY HEALTH  
CARE, REHABILITATION AND PERSONAL CARE SERVICES  
DUE TO TROPICAL STORM IDA – August 2021**

On August 26, 2021, Governor John Bel Edwards declared a state of emergency ahead of Tropical Storm Ida as significant impact to the state of Louisiana is expected. This policy change is effective August 27, 2021 and shall only be applicable for beneficiaries residing in parishes that have instituted mandatory evacuations.

Medicaid beneficiaries who live in one of the parishes under mandatory evacuation, and who are in need of replacement equipment or supplies previously approved by Medicaid, may contact a Medicaid-enrolled durable medical equipment (DME) provider of their choice. Medicaid-enrolled providers must make a request to Gainwell Technologies' Prior Authorization Unit; however, a new prescription and medical documentation are not required. The provider shall submit the required Prior Authorization Form (PA-01) along

with a signed letter from the recipient, giving a current place of residence and stating that the original equipment or supplies were lost due to Tropical Storm Ida.

Beneficiaries 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. Gainwell Technologies shall provide any guidance to the provider on the cancelation of the original authorization and issuance of a new authorization, if applicable.

All other prior authorization requests shall continue to be subject to the applicable requirements to establish medical necessity.

Questions concerning Healthy Louisiana managed care organization processes are to be directed to the appropriate MCO. Those questions related to Medicaid fee-for-service claims should be directed to Gainwell Technologies Provider Relations at (800) 473-2783 or (225) 924-5040.

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Thank you for your assistance in this matter.

Sincerely,



Michael Boutte  
Interim Medicaid Executive Director

MB/bb

C: Covered Services Management FIMS File  
MMIS Section Chief-FIMS copy  
Karen Barnes, Policy Section