



**Louisiana Department of Health**  
**Informational Bulletin 21-17**  
**Revised September 5, 2021**

**Changes to Durable Medical Equipment, Pediatric Day Health Care, Home Health, Rehabilitation and Personal Care Services, Pharmacy and Other Services Requiring Prior Authorization Due to Hurricane Ida**

On August 26, 2021, Governor John Bel Edwards declared a state of emergency ahead of *Hurricane Ida*, as significant impact to the state was expected. The policy changes included in this bulletin are effective August 27, 2021 and shall only be applicable for the following parishes: Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana. Managed care organizations (MCO) will be notified when this temporary policy change ends.

**Durable Medical Equipment, Pediatric Day Health Care, Home Health, Rehabilitation and Personal Care Services**

The Louisiana Department of Health (LDH) is directing all MCOs to ensure that any member who is in need of replacement durable medical equipment (DME) or supplies previously approved by the MCO may contact any durable medical equipment provider contracted with the MCO to obtain a replacement. Members shall not be required to have a new prescription and medical documentation for the replacement equipment or supplies.

Beneficiaries who were approved to receive medical equipment, supplies, home health services, pediatric day health care, rehabilitation or personal care services from a provider 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 or contracted with an MCO. The MCO shall provide any necessary guidance to the provider on the cancellation of the original authorization and issuance of a new authorization, if applicable.

**Pharmacy**

LDH is directing MCOs to lift the following edits for Medicaid beneficiaries who live in the parishes referenced in this notice. This edit should be changed from a denial to educational, or

bypass within 24 hours of this notice for the affected areas and continue through September 30, 2021.

- Early refills on non-controlled medications – should be bypassed or allow a pharmacist override, except for controlled and/or specialty drugs.

The standard emergency override should still be made available to pharmacies.

This pharmacy policy change should be based on the beneficiary's home address. This edit should NOT require a phone call to the Pharmacy Benefit Manager for override.

All existing prior authorizations for the services listed below should be extended through October 31, 2021:

- Any necessary medical and surgical procedures
- Applied Behavior Analysis (ABA)
- Assertive Community Treatment (ACT)
- Community Psychiatric Support and Treatment (CPST)
- EPSDT personal care services (PCS)
- Functional Family Therapy – Child Welfare (FFT-CW)
- Functional Family Therapy (FFT)
- Home Health Services (EHH)
- Homebuilders
- Hospice Services
- Multi-Systemic Therapy (MST)
- Pediatric Day Health Care
- Permanent Supportive Housing (PSH)
- Pharmacy (for non- controlled, non-specialty drugs)
- Psychiatric Outpatient by Licensed Mental Health Professionals (LMHPs)
- Psychosocial Rehabilitation (PSR)
- Substance Use Outpatient and Intensive Outpatient
- Therapies (PT/OT/SLT)