



Louisiana Department of Health September 4, 2021

Hurricane Ida Member Assistance FAQs

MEDICAID SERVICES

Q: Can I use my Louisiana Medicaid or health plan card to get medical care if I am not in Louisiana?

Yes. You can use your Louisiana Medicaid card or your health plan card from Aetna Better Health, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections or UnitedHealthcare to get medical care outside of Louisiana. The doctor or medical provider that provides you care **must** enroll with Louisiana Medicaid or your health plan to treat you and be paid for providing you care.

Talk to the doctor or medical provider you choose. Make sure they understand you are a Louisiana Medicaid or Aetna, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections or UnitedHealthcare member. If the doctor or medical provider needs help or has questions, they can find the information they need on this web site:

www.ldh.la.gov/idaproviderresources. That web site includes a list of frequently asked questions for providers and explains billing and payment.

If you are member of one of the five health plans, you can call your member services hotline for help. They can help you find the medical care you need including prescriptions and medical equipment. They can also help you find other resources including food and shelter. Call the numbers below for help.

Health Plan	Member Services Hotline
Aetna	1-855-242-0802; TTY: 711
AmeriHealth Caritas	1-888-756-0004; TTY: 1-866-428-7588

Healthy Blue	1-844-521-6941; TTY: 711
Louisiana Healthcare Connections	1-866-595-8133; TTY: 711
United Healthcare	1-866-675-1607; TTY: 711

If you have questions about a medical service, please visit our Medicaid Services web page here: <https://ldh.la.gov/index.cfm/page/319>.

Q: I had to evacuate to another state. Do I need to cancel my Louisiana Medicaid and apply in the state I evacuated to?

If you plan to return to Louisiana, you do not need to cancel your Louisiana Medicaid. You can still get medical care in another state. The doctor or medical provider that provides you care must enroll with Louisiana Medicaid or your health plan.

Talk to the doctor or medical provider you choose. Make sure they understand you are a Louisiana Medicaid or Aetna, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections or UnitedHealthcare member. If the doctor or medical provider needs help or has questions, they can find the information they need on this web site:

www.ldh.la.gov/idaproviderresources. That web site includes a list of frequently asked questions for providers and explains billing and payment.

Q: I lost my durable medical equipment (DME) such as my wheelchair or other item. How do I get it replaced?

Call your health plan to coordinate for replacement DME. See the list below for the list of health plans and their member services hotline numbers. Calling your health plan saves you time because your health plan can work directly with DME providers to get you what you need. Please call the MCO member services number below for your health plan for assistance:

Health Plan	Member Services Hotline
Aetna	1-855-242-0802; TTY: 711
AmeriHealth Caritas	1-888-756-0004; TTY: 1-866-428-7588
Healthy Blue	1-844-521-6941; TTY: 711
Louisiana Healthcare Connections	1-866-595-8133; TTY: 711
United Healthcare	1-866-675-1607; TTY: 711

If you are a legacy Medicaid, or fee-for-service, member, please contact Irma Gauthier to assist in finding a provider to replace your equipment. Her email is irma.gauthier@la.gov or you can call at 225-342-5691.

PHARMACY SERVICES

Q: I lost my prescriptions that were recently filled. Can I get refills with my Medicaid card (in Louisiana or out of state)?

Yes, it is possible to get an early refill on prescriptions. The pharmacist can decide if you need an early refill.

Any pharmacy you use must be enrolled with Louisiana Medicaid or your health plan to be paid. There are five health plans in Louisiana Medicaid. They are Aetna Better Health, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections and UnitedHealthcare.

If you are in another state, talk to the pharmacist you choose. Make sure they understand you are a Louisiana Medicaid or health plan member and that they will need to apply for expedited provider enrollment. If the pharmacy needs help with enrollment or has questions, they can find the information they need on this web site: www.ldh.la.gov/idaproviderresources.

Q: Is there any assistance available to access over the counter medicines?

There may be assistance through your health plan. Please call your health plan to see what they may offer.

Health Plan	Contact
Aetna	Member Services: 1-855-242-0802
AmeriHealth Caritas	Perform Rx Member Services: 1-866-452-1040
Healthy Blue	Member Pharmacy Services: 1-833-207-3114
Louisiana Healthcare Connections	Member Services: 1-866-595-8133
United Healthcare	Member Services: 1-866-675-1607

If you are a fee-for-service member (also known as legacy Medicaid), Medicaid only covers limited over the counter medications, such as antihistamines or antihistamine/decongestants. You will need a prescription for these medications to be covered. All other over the counter medications are not covered.

Q: I tried/am trying to refill my prescription before evacuating but my pharmacy is closed. What do I do?

If you have not evacuated yet, take your prescription bottles with you. Try to find an open pharmacy and refill your prescriptions before you leave Louisiana.

If you have already evacuated, don't worry. Even if you did not bring your medications and you could not get them refilled in Louisiana, you can still refill your prescriptions out of state. It is possible to get an early refill on prescriptions. A pharmacist can decide if you need an early refill.

Any pharmacy you use must be enrolled with Louisiana Medicaid or your health plan to be paid. There are five health plans in Louisiana Medicaid. They are Aetna Better Health, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections and UnitedHealthcare.

If you are in another state, talk to the pharmacist you choose. Make sure they understand you are a Louisiana Medicaid or health plan member and that they will need to apply for expedited provider enrollment. If the pharmacy needs help with enrollment or has questions, they can find the information they need on this web site: www.ldh.la.gov/idaproviderresources.

Your prescriber or doctor can also call in a prescription at any pharmacy that is open. If you need assistance with locating a doctor to help you, please contact your health plan:

Health Plan	Member Services Hotline
Aetna	1-855-242-0802; TTY: 711
AmeriHealth Caritas	1-888-756-0004; TTY: 1-866-428-7588
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If you are a fee-for-service/legacy Medicaid member, call the Pharmacy Help Desk at 1-800-437-9101.

Q: I refilled my prescription but did not bring it with me when I evacuated. Can I get another refill?

Did you fill your prescriptions at a chain pharmacy like CVS or Walgreens? If you did, try going to a different location of the same pharmacy. If you give them your name and date of birth, they might be able to access your records. If they can get your records, it is possible to get an early refill on prescriptions. A pharmacist can decide if you need an early refill.

Any pharmacy you use must be enrolled with Louisiana Medicaid or your health plan to be paid. There are five health plans in Louisiana Medicaid. They are Aetna Better Health, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections and UnitedHealthcare.

If you are in another state, talk to the pharmacist you choose. Make sure they understand you are a Louisiana Medicaid or health plan member and that they will need to apply for expedited provider enrollment. If the pharmacy needs help with enrollment or has questions, they can find the information they need on this web site: www.ldh.la.gov/idaproviderresources.

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If you are a fee-for-service/legacy Medicaid member, please call 1-800-437-9101.

FEDERAL ASSISTANCE PROGRAMS

Operation Blue Roof

Q: What is Operation Blue Roof?

Operation Blue Roof provides homeowners in disaster areas with fiber-reinforced sheeting to cover their damaged roofs until permanent repairs are made. The program protects property, reduces temporary housing costs, and allows residents to remain in their homes while recovering from the storm. After the blue roof is installed, the structure is declared habitable.

Q: Will I have to pay for Operation Blue Roof?

No. This program is a free service to homeowners.

Q. Who is eligible to receive help from Operation Blue Roof?

This program is for primary residences or a permanently occupied rental property with less than 50 percent structural damage. Vacation rental properties are not eligible for this program.

Not all roof types qualify for the program. Roofs that are flat or made of metal or clay, slate, or asbestos tile do not qualify. All storm debris must be removed for the roof to qualify.

The following parishes are currently eligible for the temporary roof cover:

Ascension	Jefferson	Lafourche
Livingston	Orleans	Plaquemines
St. Bernard	St. Charles	St. James
St. John the Baptist	St. Tammany	Tangipahoa
Terrebonne		

Q. How can I sign up for the program?

Residents can sign up for the program at bluroof.us. They can also call 1-888-ROOF-BLU (1-888-766-3258) for information about the program.

[FEMA Individual Assistance Program](#)

Q: What is FEMA’s Individual Assistance Program?

FEMA’s Individual Assistance Program provides financial assistance and direct services to eligible individuals and households affected by a disaster.

Q: Who is eligible for the program?

If you live in one of [these parishes](#) and were impacted by Hurricane Ida and you are uninsured or underinsured, you should consider applying for FEMA assistance.

Q. How do I apply for the FEMA program?

The fastest and easiest way to apply for assistance is online at disasterassistance.gov. You can also call 1-800-621-3362 (TTY: 800-462-7585). The toll-free telephone lines operate from 6 a.m. to 10 p.m. central time, seven days a week.

Once registered, you can also check the status of your case online.

Q. What happens after I apply?

Once you have applied for FEMA assistance, your case will be reviewed. A FEMA inspector will call you to set a time and date to assess your damage. Phone calls from FEMA do come from an unidentified number.

Q. Where can I find more information about the program?

For the latest information on the FEMA program for Hurricane Ida, visit [fema.gov/disaster/4611](https://www.fema.gov/disaster/4611).