



Louisiana Department of Health September 3, 2021

Hurricane Ida Provider Assistance FAQs

Expedited Provider Enrollment

1. How do I enroll as a provider in Louisiana Medicaid?

Fee-for-service: Follow this [link](#) to find the expedited provider enrollment packets and instructions for the Medicaid fee-for-service program. Pharmacy providers should use the application for entities. For questions or issues, you may call the provider enrollment hotline at **225-216-6370**. It is staffed from 8:00 a.m. – 5:00 p.m. CT.

Managed care: If providing care to a Louisiana managed care enrollee, you will need to contact the enrollee’s managed care organization (MCO) in order to be reimbursed for services provided. Each MCO has provisional credentialing processes in place that can be utilized in response to Hurricane Ida for expedited contracting. MCOs are following the guidance issued by the National Committee for Quality Assurance for provisional credentialing during this event. Providers can choose to execute a contract, a single case agreement or be reimbursed as an out-of-network provider once provisional credentialing requirements are met.

MCO contact information is provided below:

Credentialing Information

MCO	Contact Information
Aetna Better Health	LAProvider@aetna.com
AmeriHealth Caritas Louisiana	New providers seeking provisional credentialing and who seek to be part of the ACLA provider network beyond the public health emergency should submit the required documents to ProviderEnrollment@amerihealthcaritasla.com .

	Practitioners who do not seek to be part of the ACLA provider network/practice following the public health emergency, and are providing care to members/patients as part of a federal, state or local government emergency response team should submit a non-participating provider form to network@amerihealthcaritasla.com .
Healthy Blue	LAinterPR@HealthyBlueLA.com
Louisiana Healthcare Connections	In order to apply for provisional credentialing, please complete the standard credentialing packet and label the top as “Provisional Credentialing Request.” Submit completed packets to LHC_Provider_Credent@Centene.com . If you have questions regarding the provisional credentialing process please contact Adam Frugé at AFRUGE@LOUISIANAHEALTHCONNECT.COM .
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 two 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.

2. Does the expedited enrollment process apply for methadone providers?

Yes, since methadone as medication assisted treatment is a Medicaid-covered service in Louisiana, methadone providers can use the same expedited application process provided in question 1 for non-pharmacy providers depending on the state of residency of the patient being treated. For Texas providers treating Louisiana residents, the Texas methadone provider should use the enrollment process outlined in question 1 above based on whether the enrollee is in fee-for-service or managed care.

Upon enrollment, methadone providers should bill either fee-for-service or managed care based on the recipient’s enrollment.

3. How can providers who are not enrolled with Medicaid or contracted with a Medicaid MCO fill prescriptions for enrollees who have been evacuated to shelters and hotels?

If a prescriber and pharmacy filling the prescription are not enrolled with Medicaid fee-for-service (FFS) or a Medicaid MCO, the claim will deny. The prescriber and pharmacy must apply for expedited provider enrollment/provisional credentialing so that claims can process properly. The provider should use the enrollment process outlined in question 1 above based on whether the enrollee is in fee-for-service or managed care.

4. What is the protocol for pharmacy overrides for prescription replacement?

The early refill and prior authorization edits have been changed from a denial edit to an educational edit for Fee for Service (FFS) and the managed care organizations (MCOs) pharmacy claims in parishes with mandatory evacuations, whether parish-wide or partial. Pharmacists can use their professional judgement with existing overrides and documentation in other affected areas.

Healthcare Provider	Pharmacy Help Desk	Pharmacy Help Desk Phone Number
Aetna	CVS Health	(855) 364-2977
AmeriHealth Caritas	PerformRx	(800) 684-5502
Fee-for-Service	Gainwell Technologies	(800) 648-0790
Healthy Blue	CVS	(833) 236-6194
Louisiana Healthcare Connections	CVS Caremark	(800) 311-0543
UnitedHealthcare	Optum Rx	(866) 328-3108

Please reach out to the help desks or pharmacy staff if you need assistance.

Out of State and Other Billing Processes

5. What information should Texas providers collect from Louisiana evacuees in order to bill Louisiana Medicaid?

For Medicaid recipients in managed care, providers should call the member’s MCO to coordinate services and ensure proper billing. The MCOs will pay according to the arrangement reached with the provider (contract, single case agreement, or of out of network). To contact

the MCOs regarding benefits/services, use the MCO call center contact information [here](#). For contacts and information on contracting, see question 1.

For managed care paper claims, follow the MCO guidance and use the following addresses:

Aetna Better Health of Louisiana
P.O. Box 61808
Phoenix, AZ 85082-1808

AmeriHealth Caritas Louisiana
Claims Processing Department
P.O. Box 7322
London, KY 40742

Healthy Blue
Louisiana Claims
P.O. Box 61010
Virginia Beach, VA 23466-1010

Louisiana Healthcare Connections
Attn: Claims
P.O. Box 4040
Farmington, MO 63640-3826

UnitedHealthcare Community Plan
P.O. Box 31341
Salt Lake City, UT 84131-0341

For fee-for-service recipients, you can sign up to submit claims electronically by following guidance from Gainwell published [here](#). For paper claims, follow CMS-1500 [instructions](#) and UB-04 [instructions](#). For billing questions, you should contact the Gainwell Provider Relations Department, which is available to help providers with all of their billing and training questions. To contact the Provider Relations Department, call **800-473-2783 or 225-924-5040**.

6. How should Louisiana Medicaid enrolled nursing facilities treat out of state transfers/evacuees seeking admission and vice versa?

Nursing facilities should first refer to the [published memorandum](#) regarding licensed bed capacity during the declared event for Hurricane Ida and all admissions and eligibility guidance posted [here](#). Below are scenarios for which nursing facilities may be receiving evacuees and expectations for billing. These examples assume the evacuee is from Louisiana and transferring to a Texas nursing facility. In the opposite scenario of a Texas evacuee transferring to a

Louisiana nursing facility, the same guidance applies by switching the state names in the scenarios below.

Scenario 1: Louisiana evacuating nursing facility transfers residents to Texas host/receiving nursing facility:

1.1 A Louisiana evacuating nursing facility may temporarily transfer nursing home residents to a Texas host nursing facility for up to thirty (30) days under the following provisions:

- a. There is a written transfer agreement/contract between the evacuating nursing facility and the host/receiving nursing facility, wherein payment/reimbursement to the Texas host nursing facility is arranged;
- b. The individual is transferred with documentation of a complete and valid Preadmission Screening and Resident Review (PASRR);
- c. The Louisiana evacuating nursing facility bills Louisiana Medicaid up to 30 days;
- d. The host/receiving nursing facility has sufficient licensed and certified bed capacity for the resident or the host/receiving nursing facility has received departmental and/or CMS approval to exceed the licensed and certified bed capacity for a specified period; and
- e. The host/receiving nursing facility is subject to surveys by the Texas Department of Health and Human Services, encompassing all residents sheltered or admitted to the host/receiving nursing facility and all staff/personnel working at the host/receiving nursing facility.

1.2 Should the placement/stay exceed longer than thirty (30) days, then the following shall occur:

- a. The Louisiana evacuating nursing facility must discharge the resident;
- b. The Texas host nursing facility enrolls in Louisiana Medicaid, via the expedited enrollment process (See question 1);
- c. The Texas host nursing facility admits (via temporary admission) the evacuated resident, subject to licensed and certified bed capacity; and
- d. The Texas host nursing facility is subject to the regular survey processes.

1.3 Should there be no written transfer agreement/contract between the evacuating nursing facility and the host/receiving nursing facility, then the following shall occur:

- a. The Louisiana evacuating nursing facility must discharge the resident, and submit Provider Form 148 Discharge (form and instructions posted in footnote below)¹;
- b. The Texas host nursing facility enrolls in Louisiana Medicaid, via expedited enrollment process (see question 1);
- c. The Texas host nursing facility admits (via temporary admission) the evacuated resident, subject to licensed and certified bed capacity (or properly approved exception/extension), and submits Provider Form 148 Admission (form and instructions posted in footnote below)²;
- d. The individual is transferred with documentation of a complete and valid PASRR; and
- e. The Texas host nursing facility is subject to the regular survey processes.

Scenario 2: Louisiana Medicaid eligible evacuee (general community/shelter evacuee) needs services in/admission to a Texas nursing home:

2.1 If a Louisiana evacuee with Louisiana Medicaid coverage requests services from/placement in a Texas nursing home, the following steps shall be taken:

- a. The Texas nursing facility enrolls in Louisiana Medicaid (via expedited enrollment process – see question 1);
- b. The Texas nursing facility follows Texas level of care and nursing home admissions process, including PASRR process;
NOTE: For Texas evacuees seeking admission into a Louisiana nursing facility, a PASRR Level I must be completed for all evacuees. However, the PASRR Level II is waived for 30 days from the date of admission.
- c. The Texas nursing facility admits the evacuee, subject to licensed and certified bed capacity (or properly approved exception/extension), and submits Provider Form 148 Admission (form and instructions posted in footnote below)³;
- d. Texas nursing facility bills Louisiana Medicaid; and
- e. The Texas nursing facility is subject to regular survey process.

¹ The 148 Discharge form can be found at <https://ldh.la.gov/index.cfm/page/2807> and should be submitted through the Provider Portal. Instructions on using the Provider Portal are at https://ldh.la.gov/assets/HealthyLa/LaMEDS_UserGuide.pdf.

² The 148 Admission form can be found at <https://ldh.la.gov/index.cfm/page/2807> and should be submitted through the Provider Portal. Instructions on using the Provider Portal are at https://ldh.la.gov/assets/HealthyLa/LaMEDS_UserGuide.pdf.

³The 148 Admission form can be found at <https://ldh.la.gov/index.cfm/page/2807> and should be submitted through the Provider Portal. Instructions on using the Provider Portal are at https://ldh.la.gov/assets/HealthyLa/LaMEDS_UserGuide.pdf.

2.2 If an evacuee without Medicaid coverage requests services from/placement in a nursing facility of another/host state, the host nursing facility follows the host state's level of care and nursing home admissions process, including the PASRR Level I, which is required, however, the PASRR level II evaluation is waived for 30 days from the date of admission. As a resident of the evacuating state, the evacuating state is the payor. Medicaid financial eligibility for the payor state's Medicaid program will be determined according to the payor state's application procedures.

In Texas, the five STAR+PLUS MCOs, which provide nursing facility and community-based services in addition to acute care services for Texas Medicaid recipients, are Amerigroup, Cigna, Molina, Superior and United Health Care. In Louisiana, all nursing facility services, except for behavioral health treatment, are in fee-for-service.

7. What are expectations or directions for provision of home and community-based service providers?

If an evacuee [who has been receiving home and community-based services (HCBS) in their home state] needs HCBS in the host state where they have evacuated, and such evacuee brings their direct care worker when evacuating, then the home state provider continues to provide the services through the direct care worker and bills the recipient's home state Medicaid program. The home state HCBS provider should contact the host state's licensing and certification department to obtain and ensure compliance with any licensing and certification rules of the host state.

If an evacuee (who has been receiving HCBS in their home state) needs HCBS in their host state where they have evacuated, and such evacuee does NOT bring their direct care worker when evacuating, then the evacuee shall select an HCBS provider of the host state; such provider shall enroll with the home state's Medicaid program and shall bill the home state Medicaid program (the Medicaid program in which the evacuee is enrolled with) for such services provided. The host state HCBS provider will be subject to host state licensing rules and the Direct Service Worker rules.

Please note that this temporary allowance of services will expire on September 30, 2021.

8. How should providers handle requests for lost durable medical equipment?

Enrollees in one of the parishes with a mandatory evacuation order, who are in need of replacement durable medical equipment (DME) or supplies previously approved by the

Louisiana MCO, may contact any durable medical equipment provider contracted with the MCO to obtain a replacement. Enrollees are not required to have a new prescription and medical documentation for the replacement equipment or supplies. Guidance to MCOs is posted [here](#).

9. How should providers handle prior authorizations for home health, rehabilitation and Pediatric Day Health Care services?

Enrollees who were approved to receive 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 services may obtain the approved services from a new provider of their choice. The provider must be enrolled in Medicaid or contracted with an MCO. The provider should contact the MCO about 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. Guidance to MCOs is posted [here](#).

Eligibility Verification

10. How can other state providers verify a client is eligible for Louisiana Medicaid?

Louisiana has created a temporary login in our eMEVS systems for out-of-state providers serving Louisiana Medicaid enrollees to verify their eligibility and confirm whether they are fee-for-service or managed care enrollees. A sample of an eMEVS lookup screen is located [here](#).

To login, providers can access eMEVS directly by following the link [here](#), or alternatively, providers can go to www.lamedicaid.com, then click the link for Provider Tools, then Provider Login on the left side menu bar.

1. Enter your Provider ID: 1209996
2. Enter Login ID = LDHtemp1
3. Enter Password = Idastorm2021*

There are two temporary IDs available for use in case of a lock out. More than one provider can use a single ID at a given time.

ProviderID Logon Password

1209996 LDHtemp1 Idastorm2021*

1209996 LDHtemp4 Idastorm2021*

eMEVs will allow you access to verify recipient eligibility one day at a time. For instance, to determine a recipient's eligibility on August 31, 2021, enter 8/31/2021 in PLAN DATE. For more instructions on how to navigate to eMEVS, click [here](#). For the eMEVS user manual, click [here](#).

For troubleshooting or additional assistance, please call Gainwell Technologies **Technical Support Desk at 1-877-598-8753**, Monday – Friday 8:00 a.m. – 5:00 p.m. CT or request support by e-mailing lasupport@dx.com.

Provider Relations

12. How can other state providers get assistance from Louisiana Medicaid if needed?

For additional guidance, please contact the provider relations support lines at the managed care organization for the Louisiana Medicaid enrollee. Contact information for each MCO for medical and behavioral health providers is located [here](#). If you cannot obtain the information you need, you may escalate your request to ProviderRelations@la.gov.

For fee-for-service inquiries, the Gainwell Provider Relations Department is available to help providers with all of their billing and training questions. To contact the Provider Relations Department, call **800-473-2783 or 225-924-5040**.

For pharmacy provider inquiries for managed care recipients, please use the following information:

Aetna

- Aetna Member with Issues – Have the Member Call Member Services – 1-855-242-0802
- Claims/Billing Issues – Call CVS Health – 1-855-364-2977
- Pharmacy Billing Information
 - BIN: 610591
 - PCN: ADV
 - Group: RX8834

AmeriHealth Caritas

- AmeriHealth Caritas Member with Issues – Have the Member Call Perform Rx Member Services – 1-866-452-1040

- Claims/Billing Issues – Call PerformRx – 1-800-684-5502
- Pharmacy Billing Information
 - BIN: 019595
 - PCN: 06030000

Healthy Blue

- Member Pharmacy Services – 1-833-207-3114
- Pharmacy provider help desk for claim processing: 1-833-236-6194
- Pharmacy Billing Information
 - BIN: 020107
 - PCN: FG
 - Group: WKLA

Louisiana Healthcare Connections

- Louisiana Healthcare Connections Member with Issues – Have the Member Call Member Services – 1-866-595-8133
- Claims/Billing Issues – Call CVS Caremark Pharmacy Help Desk – 1-800-311-0543
- Pharmacy Prior Authorization – Call Envolve Pharmacy Solutions – 1-888-929-3790
- Pharmacy Billing Information
 - BIN: 004336
 - RXPCN: MCAIDADV
 - RXGRP: RX5444
 - Member ID Format: 13 digit

United Healthcare

- General Provider Issues – Call Provider Relations – 1-866-675-1607
- Pharmacy Contracting Issues – Call OptumRx – 1-800-797-9798
- United Healthcare Member with Issues – Have the Member Call Member Services – 1-866-675-1607
- Claims/Billing Issues – Call OptumRx – 1-866-328-3108
- Pharmacy Billing Information
 - BIN: 610494
 - PCN: 9999
 - Group: ACULA

For fee-for-service pharmacy inquiries, please call the pharmacy benefit management help desk at 1-800-648-0790.

Any other pharmacy-related questions can be directed to the Medicaid Pharmacy Program at 1-800-437-9101.