

## Louisiana Department of Health and Hospitals BAYOU HEALTH Informational Bulletin ISAAC-01 September 1, 2012

### Issue: Temporary Relaxation of Hospital Precertification Requirements

DHH has requested that all Bayou Health Plans temporarily relax their normal precertification processes for hospitals in DHH Administrative Regions 1, 2, 3, 4 and 9 to ensure necessary services are provided in a timely manner during these critical days following Hurricane Isaac. Many hospitals are currently working with essential staff only and increased admissions. The lifting of administrative burdens will allow a greater focus on direct care while still maintaining the necessary accountability and control.

The provisional policies provided by each of the five Bayou Health Plans are as follows:

#### **Amerigroup.**

- Inpatient admissions and continued stay confinement will be approved August 28, 2012 through September 5, 2012 for facilities located in Regions 1, 2, 3, 4 and 9 without clinical review required.
- Facilities will be responsible for notifying Amerigroup of all admission and discharge dates during this specified time, as soon as possible. While clinical review will not be required, dates of service and basic authorization information will be necessary.
- Member and provider hotlines are staffed by live agents available 24 hours a day, throughout 9/1 and 9/2.

#### **LaCare**

- Inpatient admissions and continued stay confinements will be approved August 28, 2012 through September 5, 2012 for facilities located in Regions 1, 2, 3, 4 and 9 without clinical review required.
- Facilities will be responsible for notifying LaCare of all admission and discharge dates during this specified time, as soon as possible. While clinical review will not be required, dates of service and basic authorization information will be necessary.
- Outpatient authorizations will be reviewed for medical necessity retrospectively, without denials issued for timeliness noncompliance.
- Clinical information will be required for review for any member admitted September 5, 2012 forward. Clinical review of any continued stay confinement will be required September 5, 2012 going forward.
- Member and provider service centers will be staffed 24/7 through at least 9/5/12.

#### **Louisiana Healthcare Connections**

- Precertification requirements waived for hospitals located within DHH Regions 1, 2, 3, 4 and 9 for covered and medically necessary services provided to plan members beginning Friday, August 31, 2012 through Monday, September 3, 2012.
- Claims will be reviewed as they are received through a manual process. This may delay some claims payments.

### **Community Health Solutions**

- Issued a blanket referral/precertification/preauthorization number from August 28, 2012 through September 9, 2012 in response to the declared State of Emergency.
- Providers are instructed to use 4722252 (isaacla) for all Isaac specific referrals/precertifications/preauthorizations . This Isaac-specific number can be used by all Louisiana Medicaid enrolled providers to facilitate access to care for Community Health Solutions members during this State of Emergency.
- Member and Provider Services call center representatives are available on the weekend and on Labor Day from 8 am to 5 pm. Members have 24/7 access to assistance through nurse line and on call care management staff.

### **United Healthcare**

- Precertification requirements waived for hospitals located within DHH Regions 1, 2, 3, 4 and 9 for covered and medically necessary services provided to plan members beginning Friday, August 31, 2012 through Monday, September 3, 2012 midnight
- Clinical information will be required for review for any member admitted September 4, 2012 forward. Clinical review of any continued stay confinement will be required September 4, 2012 going forward.
- Our intake precertification area is open 24/7