



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

MEMORANDUM

DATE: March 25, 2020
TO: Louisiana Medicaid NEMT Providers
FROM: Erin Campbell, Acting Medicaid Director
SUBJECT: Novel Coronavirus Disease (COVID-19) Update for Medicaid NEMT Providers: 3.25.2020

The below advisory is to inform **Louisiana Medicaid Non-Emergency Medical Transportation (NEMT) providers** rendering services to Louisiana Medicaid members, including members of all Healthy Louisiana managed care organizations (MCOs). This information will be updated as new information is available. New information is indicated by underlining.

For current updates on the status of COVID-19 in Louisiana, please see the Office of Public - Health (OPH) COVID-19 website, located at: <http://ldh.la.gov/coronavirus>.

The below information is provided in relation to COVID-19 in Louisiana.

COVID-19 is most commonly spread from an infected person to others through:

- Uncovered coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands

You can help protect yourself, your clients, and others by taking a few simple steps to help prevent the spread of the disease at home and at work:

- Wash your hands often with soap and water for at least 20 seconds. Use alcohol-based sanitizers (at least 60% alcohol) when you cannot wash your hands.
- Avoid touching your eyes, nose, or mouth with your hands.
- Stay home when you're sick.
- Cover your coughs and sneezes with a tissue and dispose of the tissue right away.
- Clean frequently-touched surfaces and objects in the office and at home. A list of suitable cleaning products is available at: <https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf>

- Clean and disinfect vehicles after each ride, with a focus on high touch areas such as seats and door handles.

As an extra precaution, members should not be required to sign transportation logs.

When scheduling, brokers should prioritize certain members for solo trips, where possible. If not possible, members should be spaced at least two seats apart or with a row in-between members.

These include:

- Members in high risk categories as listed by the Centers for Disease Control and Prevention
 - Heart disease
 - Lung disease
 - Diabetes
 - Age \geq 50 years old is an increased risk and age \geq 60 years old is the highest risk
- Members being transported to/from group settings including, but not limited to:
 - Adult day health care
 - Renal dialysis facilities
 - Opioid treatment programs
 - Substance use disorder treatment residential facilities
 - Psychiatric residential treatment facilities
 - Therapeutic group homes

Brokers should screen for any of the above by asking members at the time of scheduling.

Non-government entities needing personal protective equipment (PPE) and testing kits are advised to use the following protocols:

- To the extent possible, continue to use the vendor/supply chain you would normally to request such supplies.
- The Louisiana Department of Health is maintaining a list of unique vendors (as they are made known to us) on our website (www.ldh.la.gov/coronavirus). See the “PPE Requests” button at the top of the page. You may be able to receive supplies more quickly through direct purchase from those vendors.
- If you know of someone that wants to be added to this vendor list, have them email EOCPPE@la.gov with detailed information about their resources.
- You can call the State Supply Hotline at 225-325-5900 to be added to the state’s list as supplies become available. This line is open from 8 a.m. to 5 p.m., seven days a week.

As noted above, these guidelines are for non-government entities only. Additionally, this is not a guarantee that you will receive PPE. Supplies are prioritized for distribution based on need. It is possible you will receive a portion of your request, rather than the entire request at once. We ask for your patience and understanding at this time as supplies are limited, as they are everywhere across the state and the nation.

COVID-19 Information

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For anyone with questions about coronavirus, please direct them to contact the Louisiana 211 Network by dialing 211. Or, they can text the keyword LACOVID to 898-211 for the most current information about the outbreak as it becomes available. They can also get answers here: www.la211help.org.