



Louisiana Department of Health September 9, 2020

Hurricane Laura Member Assistance FAQs

MEDICAID SERVICES

Q: Can I use my Louisiana Medicaid card to receive medical services out of state? Am I covered beyond prescription services?

Yes, your out-of-state provider will need to enroll with Louisiana Medicaid in order to treat you and be reimbursed for your care. Please ensure the provider you choose follows all Louisiana published guidance here: www.ldh.la.gov/laura or they can contact the Louisiana Medicaid Customer Service Center at 1-888-342-6207 to speak to someone for assistance.

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

You do not need to cancel your Louisiana Medicaid coverage if you intend to return to Louisiana. You can still get treatment in the state you evacuated to as long as the provider you choose enrolls with Louisiana Medicaid per the guidance published at www.ldh.la.gov/laura.

Q: I received a call about monetary hurricane assistance provided by my health plan. The caller asked for my household information and said that I will need to change the head of household on my case in order to receive the funds. Is this a scam?

Some health plans are offering hurricane assistance. Please call your health plan directly to inquire about support that may be available. If you receive a call regarding your case, the call should come from a Louisiana area code or caller ID will identify them from your health plan. The caller will identify himself as a representative of your health plan. If you are ever asked for identifying information and do not feel comfortable providing it or if you are asked to make changes to your case in order to receive assistance, you should end the call. Then, call your health plan's member services directly.

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

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, pharmacists have discretion for early refill allowances. Pharmacists can use their professional judgement with existing overrides and documentation. If using an out of state pharmacy, the pharmacy must apply for expedited provider enrollment/provisional credentialing in Louisiana to get paid. That guidance can be found at www.ldh.la.gov/laura.

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

There may be assistance through your managed care 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 antihistamine and antihistamine/decongestants as over the counter medications. All other over the counter medications are not payable.

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

If you have not left Louisiana or evacuated yet, please bring your prescription bottles with you and try to fill all prescriptions in the state of Louisiana before you leave if there is time. If you

have already evacuated and could not bring your medications or get them refilled in Louisiana, do not worry. You can still refill your prescriptions out of state. Pharmacists have discretion for early refill allowances. Pharmacists can use their professional judgement with existing overrides and documentation. The pharmacy will have to enroll/credential with Louisiana Medicaid for payment.

If needed, your prescriber/doctor can 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	Contact
Aetna	Member Services: 1-855-242-0802
AmeriHealth Caritas	Member Services: 1-888-756-0004
Healthy Blue	Member Services: 1-844-521-6941
Louisiana Healthcare Connections	Member Services: 1-866-595-8133
United Healthcare	Member Services: 1-866-675-1607

If you are a fee-for-service/legacy Medicaid member, please contact us at 1-888-342-6207.

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

If you filled them at a chain pharmacy like CVS or Walgreens, if you are able, you can try going to a different location of the same pharmacy and give them your name and date of birth. Sometimes they can access the records. Pharmacists have discretion for early refill allowances. Pharmacists can use their professional judgement with existing overrides and documentation. If using an out of state pharmacy, the pharmacy must apply for expedited provider enrollment/provisional credentialing in Louisiana to get paid. That guidance can be found at www.ldh.la.gov/laura.

Alternatively, your prescriber/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:

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Aetna	Member Services: 1-855-242-0802
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If you are a fee-for-service/legacy Medicaid member, please contact us at 1-888-342-6207.

Q: I have evacuated to another state and I need to have a prescription filled. The pharmacy I use at home is a local, independent pharmacy. How can I get my medicine if there isn't a branch of that pharmacy where I have evacuated?

If your prescriber/doctor is available, you can contact them for a prescription to be filled at a pharmacy where you have evacuated. If your prescriber is not available, contact your health plan for assistance. Your plan can confirm your medication and dosage so the prescription can be filled at a pharmacy where you have evacuated. If necessary, they can schedule an appointment with a provider in your current area so that you can get a new prescription. Below are the numbers to call for assistance from your health plan.

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

When using an out of state pharmacy that is not a Louisiana Medicaid provider, the pharmacy must apply for expedited provider enrollment/provisional credentialing in Louisiana to get paid. That guidance can be found at www.ldh.la.gov/laura.

Q: I get my prescriptions filled at a local, independent pharmacy. It is closed. How can I get my medicine?

If your prescriber/doctor is available, you can contact them for a new prescription to be filled at a different pharmacy. If your prescriber is not available, contact your health plan for assistance. Your plan can confirm your medication and dosage and schedule an appointment with an available provider so that they can write a prescription for you to be filled at an open pharmacy.

Below are the numbers to call for assistance from your health plan.

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