

August 2021

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance impacting reimbursement, the details will be outlined by ABHLA in the Provider Manual or in a supporting reimbursement policy.

On 8/27/2021, the Louisiana Department of Health (LDH) issued [Informational Bulletin \(IB\) 21-17](#) regarding temporary policy changes to Durable Medical Equipment (DME), Pediatric Day Health Care, Home Health (HH), Rehabilitation and Personal Care Services (PCS), and Pharmacy due to Tropical Storm Ida. This policy change, effective 8/27/2021, is applicable **only for parishes that have instituted mandatory evacuations**. LDH will notify ABHLA when this temporary policy change ends.

Durable Medical Equipment, Pediatric Day Health Care, Home Health, Rehabilitation and Personal Care Services

Effective 8/27/2021 and applicable **only for parishes that have instituted mandatory evacuations**, ABHLA will ensure that any member who is in need of replacement DME or supplies, which were previously approved, may contact any DME provider contracted with ABHLA to obtain a replacement. Members are not required to have a new prescription and medical documentation for the replacement equipment or supplies.

Beneficiaries who were approved to receive medical equipment, supplies, home health services, rehabilitation or personal care services from a provider that is no longer in business or unable to provide the approved equipment, supplies or services may obtain the approved items or services from a new provider of their choice. The provider must be enrolled in Medicaid or contracted ABHLA. ABHLA will provide any necessary guidance to the provider on the cancellation 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.

Pharmacy

Effective 8/27/2021, ABHLA is lifting the following edits for Medicaid beneficiaries who live in **parishes with mandatory evacuation orders**. The edits will be changed from a denial to educational, or bypass within 24 hours of this policy for the affected areas.

- Early refills on non-controlled medications – will be bypassed or can be overridden by a pharmacist, with the exception of controlled and/or specialty drugs.
- Prior authorization on non-controlled medications – will be bypassed or can be overridden by a pharmacist, with the exception of controlled and/or specialty drugs.

The standard emergency override will still be made available to pharmacies.

This pharmacy policy change is only applicable for residents in parishes with mandatory evacuation orders and is based on the beneficiary's home address. These edits will NOT require a phone call to the Pharmacy Benefit Manager for override.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.