

CDC Statement for Healthcare Personnel on Hand Hygiene during the Response to the International Emergence of COVID-19

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CDC recommendations reflect the important role of hand hygiene for preventing the transmission of pathogens in healthcare settings for a wide range of pathogens. The ability of hand hygiene, including hand washing or the use of alcohol-based hand sanitizers, to prevent infections is related to reductions in the number of viable pathogens that transiently contaminate the hands. Hand washing mechanically removes pathogens, while laboratory data demonstrate that 60% ethanol and 70% isopropanol, the active ingredients in CDC-recommended alcohol-based hand sanitizers, inactivates viruses that are genetically related to, and with similar physical properties as, COVID-19. While the exact role of direct and indirect spread of coronaviruses between people that could be reduced by hand hygiene is unknown at this time, hand hygiene for infection prevention is an important part of the U.S. response to the international emergence of COVID-19.

CDC recommends the use of alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol as the preferred form of hand hygiene in healthcare settings, based upon greater access to hand sanitizer. Healthcare providers who use alcohol-based hand sanitizers as part of their hand hygiene routine can inform patients that they are following CDC guidelines.

Hand Hygiene Guidance in Healthcare Settings

The Core Infection Prevention and Control Practices for Safe Care Delivery in All Healthcare Settings recommendations of the Healthcare Infection Control Practices Advisory Committee (HICPAC) include the following strong recommendations for hand hygiene in healthcare settings.

Healthcare personnel should use an alcohol-based hand rub or wash with soap and water for the following clinical indications:

- Immediately before touching a patient
- Before performing an aseptic task (e.g., placing an indwelling device) or handling invasive medical devices
- Before moving from work on a soiled body site to a clean body site on the same patient
- After touching a patient or the patient's immediate environment
- After contact with blood, body fluids, or contaminated surfaces
- Immediately after glove removal

Healthcare facilities should:

- Require healthcare personnel to perform hand hygiene in accordance with CDC recommendations
- Ensure that healthcare personnel perform hand hygiene with soap and water when hands are visibly soiled
- Ensure that supplies necessary for adherence to hand hygiene are readily accessible in all areas where patient care is being delivered

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Unless hands are visibly soiled, an alcohol-based hand rub is preferred over soap and water in most clinical situations due to evidence of better compliance compared to soap and water. Hand rubs are generally less irritating to hands and, in the absence of a sink, are an effective method of cleaning hands.

Fast Facts About Hand Hygiene for Healthcare Professionals

- Thumbs, fingertips, and between fingers are the areas most often missed by healthcare providers when using alcohol-based hand sanitizer.
- The efficacy of alcohol-based hand sanitizer depends on the volume applied to the hands. Enough alcohol-based hand sanitizer should be used to cover all surfaces of your hands. Hands should be rubbed together until they are dry. Hands should stay wet for around 20 seconds if the right amount of sanitizer was used.
- Because alcohol-based hand sanitizers kill germs quickly and in a different way than antibiotics, there is no chance for the germs to adapt or develop resistance.
- Compared to soap and water, alcohol-based hand sanitizers are better at reducing bacterial counts on hands, are effective against multidrug-resistant organisms, and cause less skin irritation than frequent use of soap and water.
- Glove use is not a substitute for cleaning your hands. Dirty gloves can soil your hands.
- Studies show that some healthcare providers practice hand hygiene less than half of the times they should. Healthcare providers might need to clean their hands as many as 100 times per 12-hour shift, depending on the number of patients and intensity of care.

Clean Hands Count!



The CDC’s Clean Hands Count campaign aims to:

- Improve healthcare provider adherence to CDC hand hygiene recommendations
- Address the myths and misperceptions about hand hygiene
- Empower patients to play a role in their care by asking or reminding healthcare providers to clean their hands

Clean Hands Count campaign offers posters, factsheets, and brochures for healthcare providers and patients. To order free copies of these materials, please visit [CDC-INFO on Demand](#). Please also see Clean Hands Count infographics and other materials on the [CDC Media and Social Media](#) page.

Reference:
www.cdc.gov



PHARMACY FACTS

Program Updates from Louisiana Medicaid

Pharmacy Facts can also be found online at: <http://ldh.la.gov/index.cfm/page/3036>.

April 24, 2020

Medicaid ID Card

Each Louisiana Medicaid recipient will receive a Louisiana Medicaid Eligibility Card (MEC) which contains the FFS/Legacy processing information. See below:



If the recipient is enrolled in a Healthy Louisiana plan, they will also receive a card from their plan. The recipient should show both cards when they visit the doctor or pharmacy.

The Louisiana Medicaid Eligibility Card can be used to determine the recipient's plan coverage. If you process a pharmacy claim using the Louisiana Medicaid Eligibility card for a recipient that is not FFS/Legacy, the pharmacy will receive a rejection 507. It reads:

***** SUBMIT CLAIM TO BYU HEALTH PLAN along with the appropriate Medicaid Managed Care Organization (MCO) card information seen below*****

- **PLEASE BILL: AETNA/CVS HEALTH, USE BIN 610591, PCN ADV, GRP RX8834, MEDICAID OR PLAN ID, OR CALL 1-855-364-2977**
- **PLEASE BILL: ACLA/PERFORMRX USE BIN 019595, PCN 06030000, MEDICAID ID OR PLAN ID, OR CALL 1800-684-5502**
- **PLEASE BILL: HEALTHY BLUE/CVS, USE BIN 020107, PCN FG, GRP WKLA, MEDICAID ID OR PLAN ID, OR CALL 1-833-236-6194**

- **PLEASE BILL: LHCC/CVS CAREMARK USE BIN 004336, PCN MCAIDADV, GRP RX5444, MCAID OR PLAN ID OR CALL 1-800-311-0543**
- **PLEASE BILL: UHC/OPTUM RX, USE BIN 610494, PCN 9999, GRP ACULA, MEDICAID ID OR PLAN ID, OR CALL 1-866-328-3108**

Help Desks for Recipient Information

If there is an issue with the Louisiana Medicaid eligibility card, the pharmacy can contact the **Pharmacy Help Desk at (800) 437-9101 or DXC eligibility information support at (800) 473-2783 or (225) 924-5040**. Please make sure you have the recipient name, date of birth and social security number or Medicaid ID number available.

POS Recertification

Due to the COVID-19 pandemic, the Louisiana Department of Health is extending the deadline for submission of the Louisiana Medicaid Recertification Packet to on or before June 30, 2020. Claims data requested in the original letter was for the date range July 2017 through June 2018. It should have been July 2018 through June 2019. If you have any questions, please contact the **Pharmacy Help Desk at 1-800-437-9101**.



Eligibility and Enrollment System Provider Bulletins

Louisiana Medicaid is publishing bi-weekly provider bulletins to address provider questions and concerns around the new eligibility and enrollment system. The information in these bulletins covers a wide range of provider issues and provider types. This and other news can be found on the web site dedicated to the new system, found here: <http://ldh.la.gov/index.cfm/page/3497>.

If there are topics you feel need to be covered in these public communications, please let us know by sending an email to Healthy@la.gov.

Public Notice and Comment Procedure

As of Aug. 1, 2019, a public notice and comment period is required before certain policies and procedures are adopted. Drafts will be published on LDH's website to allow for public comment, as per HB 434 of the 2019 Regular Legislative Session. This requirement applies to managed care policies and procedures, systems guidance impacting edits and payment, and Medicaid provider manuals.

In compliance with R.S. 46:460.51(15), 460.53, and 460.54, this procedure provides for a defined term, a public notice requirement, implementation of a policy for the adoption of policies and procedures, and for related matters.

<http://www.ldh.la.gov/index.cfm/page/3616>

PAYMENT ERROR RATE MEASUREMENT (PERM) Reporting Year (RY) 2021 Cycle Currently Underway

Louisiana Medicaid is mandated to participate in the Centers for Medicare and Medicaid (CMS) Payment Error Rate Measurement (PERM) program which will assess our payment accuracy rate for the Medicaid and CHIP programs. If chosen in a random sample, your organization will soon receive a *Medical Records Request* from the CMS review contractor, AdvanceMed. This cycle measurement will review Medicaid and CHIP payments made in Reporting Year (RY) 2021: July 1, 2019 through June 30, 2020.

Please be advised that sampled providers who fail to cooperate with the CMS Review Contractor by established deadlines may be subject to sanctioning by Louisiana Medicaid Program Integrity section through the imposition of a payment recovery by means of a withholding of payment until the overpayment is satisfied, and/or a fine.

Please be reminded that providers who are no longer doing business with Louisiana Medicaid are obligated to retain recipient records for 5 years, under the terms of the Provider Enrollment Agreement.

For more information about PERM and your role as a provider, please visit the [Provider link](#) on the CMS PERM website:

<http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/PERM/Providers.html>

If you have any questions, please call Program Integrity at 225-219-4149.

Remittance Advice Corner

Attention Louisiana Medicaid Providers

Effective March 2, 2020, the Louisiana Medicaid Fee for Service (FFS) Pharmacy Program and Managed Care Organizations (MCOs) will implement updated or new clinical policy at Point of Sale (POS) for select drugs. Please refer to lamedicaid.com for more information.

Attention Professional and Hospital Service Providers

The Hysterectomy Acknowledgment Form, BHSF Form 96-A has been revised by the Louisiana Department of Health. The revised form, with instructions, is available at www.LaMedicaid.com under the directory link "Forms/Files/Surveys/User Manuals."

The BHSF Form 96-A revised 02/2020 is effective with dates of service on and after May 1, 2020 and replaces the BHSF Form 96-A revised 05/06.

Providers will be given a grace period from May 1, 2020 until May 31, 2020 in order to update internal procedures. During that period, either form will be accepted.

Effective with dates of service on and after June 1, 2020, only BHSF Form 96-A revised 02/2020 is to be accepted.

Additional policy regarding the Hysterectomy Acknowledgment Form (BHSF Form 96-A) can be found in the Professional and Hospital Service provider manuals online at www.LaMedicaid.com.

Questions regarding this message and fee for service claims should be directed to DXC Technology Provider Relations at (800) 473-2783 or (225) 924-5040. Questions regarding managed care claims should be directed to the appropriate Managed Care Organization.

2020 HCPCS and Physician-Administered Drug Reimbursement Updates

The Louisiana Medicaid fee-for-service (FFS) files have been updated to reflect the new and deleted Healthcare Common Procedure Coding System (HCPCS) codes effective for dates of service beginning on January 1, 2020. Providers will begin to see these changes on the remittance advice of March 10, 2020. Claims that have been denied due to use of the new 2020 codes prior to their addition to the claims processing system will be systematically recycled with no action required by providers.

Effective for dates of service beginning on January 1, 2020, Louisiana Medicaid updated the reimbursement rates on the FFS file for physician-administered drugs and payable vaccines in the physician office setting to align with the Medicare 2020 Average Sale Price (ASP) drug rate or wholesale acquisition cost. Claims previously submitted for these drugs or vaccines with dates of service on or after January 1, 2020 will be systematically adjusted to ensure proper payment. No action is required by the provider.

For questions related to this information as it pertains to fee-for-service Medicaid claims processing, please contact DXC Technology Provider Services at (800) 473-2783 or (225) 924-5040.

Questions regarding managed care claims should be directed to the appropriate managed care organization.

Attention Louisiana Medicaid Providers

The lamedicaid.com website is transitioning to a new look and feel. The new site will go live on May 15, 2020. The new structure is meant to make finding content easier, and will include an archive page for older content. To assist providers and others navigate the new site, DXC has produced a helpful guide with instructions and shortcuts to frequently visited content. Click https://www.lamedicaid.com/ProvWeb1/Recent_Policy/Introduction_to_New_Lamedicaid.pdf to review guide.

If any additional information is needed, please contact DXC at (225-216-6000).

2020 Assistant Surgeon and Assistant at Surgery Services

Louisiana Medicaid has published the 2020 fee-for-service (FFS) list of allowed procedures for assistant surgeon and assistant at surgery providers. The list has been posted to the LA Medicaid website (www.lamedicaid.com) under the ClaimCheck icon.

The list is based on updates made by Change Healthcare to their 'ClaimCheck' product. Change Healthcare uses the American College of Surgeons as its primary source for determining assistant surgery designations.

This list does not ensure payment but provides a comprehensive list of codes that may be allowed when billed by an assistant surgeon or by an assistant at surgery.

For questions related to this information as it pertains to FFS Medicaid claims processing, please contact DXC Technology Provider Services at (800) 473-2783 or (225) 924-5040.

Please contact the appropriate managed care organization with any questions concerning their 2020 HCPCS updates.

Manual Chapter Revision Log

Manual Chapter	Section(s)	Date of Revision(s)
Applied Behavior Analysis https://www.lamedicaid.com/providermanuals/manuals/ABA/ABA.pdf	4.1 – Covered Services	04/28/20
Behavioral Health Services https://www.lamedicaid.com/providermanuals/manuals/BHS/BHS.pdf	Appendix E-8 - Evidenced Based Practices (EBPs) Policy - Triple P Positive Parenting Program – Standard Level 4	04/22/20
	Appendix E-9- Evidenced Based Practices (EBPs) Policy – Trauma-Focused Cognitive Behavioral Therapy 2.3 – Outpatient Services- Rehabilitation Services for Children, Adolescents and Adults	04/08/20

Archived Manual Chapter Revision Log

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Applied Behavior Analysis https://www.lamedicaid.com/providermanuals/manuals/ABA/ABA.pdf	4.1 – Covered Services	04/28/20
Behavioral Health Services https://www.lamedicaid.com/providermanuals/manuals/BHS/BHS.pdf	Appendix E-8 - Evidenced Based Practices (EBPs) Policy - Triple P Positive Parenting Program – Standard Level 4	04/22/20
	Appendix E-9- Evidenced Based Practices (EBPs) Policy – Trauma-Focused Cognitive Behavioral Therapy 2.3 – Outpatient Services- Rehabilitation Services for Children, Adolescents and Adults	04/08/20

For Information or Assistance, Call Us!

Provider Enrollment	(225)216-6370	General Medicaid Eligibility Hotline	1-888-342-6207
Prior Authorization:			
Home Health/EPSTD – PCS	1-800-807-1320	MMIS Claims Processing Resolution Unit	(225) 342-3855
Dental	1-866-263-6534 1-504-941-8206		
DME & All Other	1-800-488-6334 (225) 928-5263	MMIS/Recipient Retroactive Reimbursement	(225) 342-1739 1-866-640-3905
Hospital Pre-Certification	1-800-877-0666		
Provider Relations	1-800-473-2783 (225) 924-5040	Medicare Savings Program and Medicaid Purchase Hotline	1-888-544-7996
REVS Line	1-800-776-6323 (225) 216-(REVS)7387		
Point of Sale Help Desk	1-800-648-0790 (225) 216-6381	For Hearing Impaired	1-877-544-9544
		Pharmacy Hotline	1-800-437-9101
		Medicaid Fraud Hotline	1-800-488-2917

