



## **CHANGES TO DME, HOME HEALTH, PEDIATRIC DAY HEALTH CARE, REHABILITATION AND PERSONAL CARE SERVICES DUE TO HURRICANE LAURA – AUGUST 2020**

**Revised 09/01/2020**

This policy change is effective August 25, 2020 and shall only be applicable for the following parishes: Allen, Beauregard, Calcasieu, Cameron, Grant, Jefferson Davis, Jackson, LaSalle, Lincoln, Natchitoches, Ouachita, Rapides, Sabine, Union, Vernon and Winn.

Medicaid beneficiaries who live in one of the parishes under mandatory evacuation, and who are in need of replacement equipment or supplies previously approved by Medicaid, may contact a Medicaid-enrolled durable medical equipment (DME) provider of their choice. Medicaid-enrolled providers must make a request to DXC Technology's Prior Authorization Unit; however, a new prescription and medical documentation are not required. The provider shall submit the required Prior Authorization Form (PA-01) along with a signed letter from the recipient, giving a current place of residence and stating that the original equipment or supplies were lost due to Hurricane Laura.

Beneficiaries who were approved to receive medical equipment, supplies, home health services, rehabilitation, pediatric day health care or personal care services from a provider in a parish with a mandatory evacuation 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. DXC Technology shall provide any guidance to the provider on the cancelation 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.

Questions concerning Healthy Louisiana managed care organization processes are to be directed to the appropriate MCO. Those questions related to Medicaid fee-for-service claims should be directed to DXC Technology Prior Authorization at (800) 442-6334 or (225) 928-5263.