



REMINDER TO ALL DME AND PHARMACY PROVIDERS EMERGENCY PRIOR AUTHORIZATION REQUESTS

This is a reminder that Louisiana Medicaid has provisions and procedures in place for emergency authorization requests. ***A request is considered an emergency if a delay in obtaining the medical equipment or supplies would be life-threatening to the recipient.***

Providers are required to release equipment upon approval from the PAU and verification of eligibility. It is the responsibility of the provider to verify eligibility on a monthly basis. Prior authorization only approves the existence of medical necessity, not recipient eligibility.

The items listed below are examples of medical equipment and supplies considered for emergency approval. However, other equipment will be considered on a case by case basis through the PAU.

- Apnea monitors
- Breathing equipment
- Enteral therapy
- Parenteral therapy (must be provided by a pharmacy)
- Suction pumps
- Wheelchair rentals for post-operative needs and items needed for hospital discharge

To submit an emergency request for PA, the provider may call the Prior Authorization Unit (PAU) at 1-800-488-6334.

The providers of emergency items must contact the PAU immediately by telephone and provide the following information:

- The recipient's name, age and 13-digit identification number or card control number (CCN).
- The treating physician's name.
- The diagnosis.
- The time period needed for the item.
- A complete description of the item(s) requested.
- The reason that the request is a medical emergency; and
- The cost of the item.

In the event of an emergency medical need where a delay of twenty-five (25) days would jeopardize the health of the recipient, a request for prior approval shall be permitted orally or by telephone and the item shall be supplied upon oral approval. All emergency requests shall be approved or denied generally within twenty-four (24) hours of the request, but in no case later than the working day following the request.

The decision will be made by the PAU within two working days of the date the completed request is received, and the PAU will contact the provider by telephone. The PAU will follow-up with written confirmation of the decision.

NOTE: Emergency requests cannot be submitted via e-PA.