

LA HAP Emergency Preparedness Guide

In the event of an evacuation due to a hurricane or other emergency, please remember to do the following:

Ahead of time, prepare:

- Keep your prescriptions up to date.
- Refill your medications as early as possible.
- Ask your doctor for a copy of your current labs and an extra paper copy of all of your prescriptions.
- Prepare a list of important phone numbers:
 - LA HAP: 504-568-7474 ➢HIP: 225-424-1799
 - Ramsell: 1-888-311-7632 ➢Your case manager
- Visit lahap.org to see a list of LA HAP network pharmacies and print it if you can.
- At the beginning of hurricane season contact your case manager for updated emergency preparedness information.

When you evacuate, take:

- All your medications in their original bottles
- An extra paper copy of all of your prescriptions
- Copies of your medical information
- Important phone number list
- Doctor & clinic name & contact information
- LA HAP card and (if you have one) insurance card
- Medical equipment and devices (such as dentures, crutches, prostheses, etc.)
- Water and non-perishable food
- Clothes, sleeping supplies, maps, cash
- Your family members and pets

If you can't get to your usual pharmacy or if your usual pharmacy is closed, and you are:

- **Uninsured:** you can bring your LA HAP card and a copy of your prescription to any pharmacy that is in the LA HAP **uninsured** network.
- **Insured:** you can bring your LA HAP card and a copy of your prescription to any pharmacy that is in both the LA HAP network and your insurance company's network.

You can see your insurance company's pharmacy network by going to their website or calling the number on the back of your insurance card. You can see LA HAP's pharmacy network on www.lahap.org/pharmacists. Pharmacies that accept uninsured clients are written in **blue**. *Because you may not have internet access during an emergency, it is advisable to print or write down the information for several pharmacies in the area where you plan to be.*

In an emergency situation only, LA HAP will authorize medications to be mailed out of state. LA HAP's list of their pharmacy network indicates which pharmacies provide mail order services.

Examples of mail order pharmacies include:

- Avita New Orleans: 504-822-8013
- Avita Baton Rouge: 225-924-1930
- Reliant Healthcare Monroe: 318-332-8326

If you evacuate outside Louisiana and need long-term assistance (example: you do not plan to return to Louisiana), contact the state's AIDS Drug Assistance Program for medication and case management assistance.

- Alabama: 1-866-574-9964
- Arkansas: 501-661-2408
- Florida: 850-245-4422
- Georgia: 404-656-9805
- Mississippi: 1-888-343-7373
- Tennessee: 1-800-525-2437
- Texas: 1-800-255-1090

Remember, your agency, clinic or medical home may be temporarily closed after a major emergency. Be patient, persistent and understanding when contacting agencies. It takes time to return to 'business as usual.'

What is LA HAP?

The Louisiana Health Access Program (LA HAP) helps eligible people get the medications and health insurance they need. LA HAP uses federal grant money from the Health Resources and Services Administration (HRSA) to provide these services.

LA HAP serves insured and uninsured people. LA HAP provides two types of services called **LDAP** and **HIP**. LA HAP can help with many kinds of insurance such as private plans, employer plans, COBRA, Medicare, and plans through the Health Insurance Marketplace.

LDAP - LOUISIANA DRUG ASSISTANCE PROGRAM

- covers the cost of specific prescription drugs for enrolled members who are uninsured; and
- covers the cost of prescription drug copays, coinsurances, & deductibles for members who are insured.

LA HAP works with a company called Ramsell to process prescription drug claims. Pharmacists connect with Ramsell by computer to check your eligibility and get approval to fill your prescriptions.

HIP - HEALTH INSURANCE PROGRAM

- covers the cost of insurance plan monthly premiums; as well as
- medical (non-drug) copays, coinsurances, & deductibles (called cost-shares) for members who are insured.

LA HAP works with an agency called HAART to provide HIP services. HIP pays your premiums and helps with costs for services covered by your insurance plan. HIP can help with most outpatient medical services, but it does not cover inpatient hospital stays. HIP can also cover costs associated with dental and vision plans.

Medical bills and Explanation of Benefits (EOBs) must be sent to HIP to get help. Some doctors' offices and insurance companies may offer to bill HIP directly. Others do not. If yours do not bill HIP directly, you must forward your medical bills to the HIP office for payment along with the Explanation of Benefits (EOBs) from your insurer. You must send bills within 180 days of the date your insurer pays on the claim. If you are approved for help with premiums, you must also notify HIP of any premium changes. **Failure to notify HIP of premium changes could lead to loss of your insurance coverage.**

HIP staff can be reached by calling (225) 424-1799. Medical cost share and insurance premium bills can be provided to HIP via fax to (225) 927-1267 or mailed to:

HAART Attn: HIP
P.O. Box 66913
Baton Rouge, LA 70896

When do I need to complete recertification? You must give LA HAP proof of your eligibility every 12 months*. This is called recertification. Recertifying your eligibility every 12 months* is a federal rule. This must be done to continue to get services. *Annual recertification is new, starting with applications received after 7/1/2022

What if I have more questions about LA HAP? If you have more questions about LA HAP, you can contact a case manager at your local case management agencies (see attached for contact information), or call (504) 568-7474 to be connected to LA HAP staff directly.

Louisiana Ryan White Case Management Agencies

Each part of the state has agencies to provide support services for people living with HIV. These services help you stay healthy and well. Call them directly to find out how to get medical care, medicine, dental care, housing, and transportation. Contact info can be found below.

Region 1 – New Orleans

CrescentCare- Health & Wellness Center
3308 Tulane Ave
New Orleans, LA 70119
Tel: 504-207-2273
www.crescentcare.org

CrescentCare- NO/AIDS Taskforce
1631 Elysian Fields Ave
New Orleans, LA 70117
Tel: 504-821-2601
www.crescentcarehealth.org

Frontline Legal Services
631 St. Charles Avenue
New Orleans, Louisiana 70130
<http://frontlinelegalservices.org/>

Priority Health Care Inc. - Marrero
4700 Wichers Dr, Suite 307
Marrero, LA 70072
Tel: 504-309-6057
www.priorityhealthcare.org

Priority Health Care Inc. - Gretna
12 A Westbank Expressway
Gretna, LA 70053
Tel: 504-509-4800

St. Thomas Community Health Center
1936 Magazine St
New Orleans, LA 70130
Tel: 504-529-5558
www.stthomaschc.org

Tulane Total Health Clinic at Ruth Fertel
711 North Broad Street
New Orleans, LA 70119
Tel: 504-988-3002
<https://medicine.tulane.edu/tulane-doctors/total-health-clinic-ruth-fertel-tulane-community-health-center/services>

UMCNO ID CENTER/ HOP clinic
2000 Canal St
Ambulatory Care Building - 4C
New Orleans, LA 70112
Tel: 504-702-4344
www.umcno.org/infectiousdisease

Region 2 – Baton Rouge

CareSouth
3140 Florida Blvd
Baton Rouge, LA 70806
Tel: 225-650-2000
www.ccfhc.org

Family Service of Greater Baton Rouge (FSGBR)
4727 Revere Ave
Baton Rouge, LA 70802
Tel: 225-927-9810
www.fsgbr.org

Open Health Care Clinic (HAART)
3849 North Blvd
Baton Rouge, LA 70806
Tel: 225-655-6422
www.ohcc.org

Volunteers of America, Greater Baton Rouge (VOAGBR)
7389 Florida Blvd – Suite 101 A
Baton Rouge, LA 70806
Tel: 225-387-0061
www.voagbr.org

Region 3 – Houma

Exchange Support Services
106 Exchange Alley
Houma, LA 70360
Tel: 985-223-4017
www.crescentcarehealth.org/crescentcare/services/exchange-support

Region 4 – Lafayette

AcadianaCARES
809 Martin Luther King Jr. Dr
Lafayette, LA 70501
Tel: 337-233-2437
www.acadianacares.org

Region 5 – Lake Charles

Comprehensive Care Center SWLA
425 Kingsley St
Lake Charles, LA 70601
Tel: 337-439-5861

Region 6 – Alexandria

Central Louisiana AIDS Support Services (CLASS)
1785 Jackson St
Alexandria, LA 71301
Tel: 318-445-1010
www.class-cenla.org

Tulane Doctors – Alexandria
1208 Wisteria St
Alexandria, LA 71301
Tel: 318-484-4801
www.tulane.edu/som/departments/medicine/tmcid/clinical-care/tulane-cd4-clinic.cfm

Region 7 – Shreveport

The Philadelphia Center
2020 Centenary Blvd
Shreveport, LA 71104
Tel: 318-222-6633
www.philadelphiacenter.org

Region 8 – Monroe

Greater Ouachita Coalition Providing AIDS Resources and Education (GO CARE)
1801 North 7th Street
West Monroe, LA 71291
Tel: 318-325-1092
www.go-care.org

Region 9 – Bogalusa/Mandeville

Volunteers of America IX
823 Carroll St. Suite B
Mandeville, LA 70448
Tel: 985-674-0488
www.voagno.org

S.E. Louisiana AHEC
1302 J.W. Davis Dr
Hammond, LA 70403
Tel: 985-345-1119
www.selahec.org