

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
 - SGRX: 1-844-675-2427 ➢ 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.
- If you use injectable HIV meds coordinate with your doctor to plan for how you will continue treatment in an emergency - [*click here for a planning form*](#)

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 find LA HAP's pharmacy network at www.lahap.org/pharmacists by clicking on 'LA HAP Uninsured Pharmacy Network'. *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 ScriptGuideRX (SGRX) to process prescription drug claims.

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.

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.

Sign up for LA HAP E-list: If you want to receive LA HAP Bulletins, including alerts related to emergencies, please sign up at the "pop-up" window in the top right-hand corner on www.lahap.org

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 Ave
New Orleans, LA 70130
<http://frontlinelegalservices.org/>

Priority Health Care Inc. - Marrero

4700 Wichers Dr, Ste 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 St
New Orleans, LA 70119
Tel: 504-988-3002
<https://medicine.tulane.edu/tulane-doctors/total-health-clinic-ruth-fertel-tulane-community-health-center/services>

Volunteers of America, Southeast Louisiana

4152 Canal St
New Orleans, LA 70119
Tel: 504-482-2130
www.voasela.org

We Care About You, Inc.

5703 Read Blvd, Ste B
New Orleans, LA 70127
Tel: 504-354-1716

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, South Central Louisiana

7389 Florida Blvd – Ste 101 A
Baton Rouge, LA 70806
Tel: 225-387-0061
www.voascla.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

Pinnacle Family Health

101 Crosley Street
West Monroe, LA 71291
Tel: 318-325-1092
www.pinnaclefamily.org

Region 9 – Bogalusa/Mandeville

Volunteers of America, Southeast Louisiana

823 Carroll St, Ste B
Mandeville, LA 70448
Tel: 985-674-0488
www.voasela.org

S.E. Louisiana AHEC

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