



Louisiana Department of Health Informational Bulletin 20-9

Revised January 10, 2023

Due to the COVID-19 emergency declaration, temporary changes in provider policy and managed care practices are reflected herein to respond to the emergency. All other non-COVID-19 related policy remains in effect and shall be followed.

Early and Periodic Screening, Diagnosis and Treatment Personal Care Services

The Louisiana Department of Health (LDH) is temporarily changing qualifications for providers of Early and Periodic Screening, Diagnosis and Treatment (EPSDT) personal care services (PCS) during the COVID-19 health emergency.

The following guidelines apply:

- The beneficiary's legally responsible relative or caregiver may be a temporary direct service worker (DSW) in the absence of agency DSW care. This includes the beneficiary's spouse, curator, tutor, legal guardian, responsible representative, or the person to whom the beneficiary has given representative and mandate authority (also known as power of attorney).
- Beneficiaries and DSWs may live in the same home.
- Payment to the legally responsible relative or caregiver designated as the temporary DSW is allowed, if necessary, during the unavailability of agency direct DSW care.
- Fee-for-service or managed care organization (MCO) approval for these services will be required. Requests will be reviewed on a case-by-case basis.

If approval is granted:

- PCS agencies will follow hiring procedures that include background checks and training and pay the temporary DSW directly for services rendered.
- At a minimum, training must include abuse and neglect reporting and infection control prior to the temporary DSW providing services.
- A family member who lives with the beneficiary and is being temporarily approved to provide services, is exempted from background check requirements.

Questions regarding approval for managed care enrollees should be directed to the appropriate MCO:

- Aetna – PAMailbox@aetna.com;
- AmeriHealth Caritas – kmunson@amerihealthcaritasla.com or rweary@amerihealthcaritasla.com;
- Healthy Blue – la1casemgmt@healthyblue.com;
- Humana Healthy Horizons – LAMCDMedicalUM@humana.com;
- Louisiana Healthcare Connections – UMMedicalRecords@louisianahealthconnect.com;
- United Healthcare – la_support_coordination@uhc.com.

Questions regarding approval for fee-for-service beneficiaries should be directed to Norma.Seguin@la.gov.