

# 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](http://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](http://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 7<sup>th</sup> 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

## Louisiana Hospitals and Clinics

Many of the agencies in the previous case management listing provide clinical care. Additional clinics are listed in the table below.

Hospitals and Clinics	Clinic Phone	Pharmacy phone/Fax
<b>Alexandria</b> Tulane University Medical Clinic	318-484-4801	<b>P</b> 225-924-1930 <b>F</b> 225-924-3217
<b>Baton Rouge</b> Our Lady of the Lake EIC Mid-City	225-987-9166	<b>P</b> 225-374-0270 <b>F</b> 225-374-0271
<b>Bogalusa</b> Our Lady of the Angels ID Clinic	985-730-6970	<b>P</b> 985-730-7219 <b>F</b> 985-730-7220
<b>Houma</b> Chabert Medical/Ochsner Clinic	985-873-1234	<b>P</b> 985-873-2148 <b>F</b> 985-873-5192
<b>Independence</b> Lallie Kemp Medical Center Clinic	985-878-1684	<b>P</b> 985-878-1317 <b>F</b> 985-878-1548
<b>Lafayette</b> Ochsner University ID Clinics	337-261-6480	<b>P</b> 337-261-6235 <b>F</b> 337-261-6263
<b>Lake Charles</b> Comprehensive Care Clinic	337-439-1386	<b>P</b> 337-429-2814 <b>F</b> 866-498-7390
<b>Monroe</b> Ochsner LSU Community Health Center Clinic	318-330-7168	
<b>New Orleans</b> University Medical Center ID Center/HOP	504-702-4344	<b>P</b> 504-758-3718 <b>F</b> 504-702-5733
<b>Shreveport</b> Ochsner LSU Health Clinic	318-626-4300	<b>P</b> 318-813-1814 <b>F</b> 318-813-1810

### Other Resources

<b>ROAD CLOSURE INFORMATION</b> DOTD - 511LA.org , dial 511 or 888-ROAD-511 (888-762-3511)	<b>SHELTER INFORMATION &amp; Other Referrals</b> Dial 2-1-1
--------------------------------------------------------------------------------------------------	----------------------------------------------------------------

The LA Get A Game Plan App is the official emergency preparedness mobile app provided by the Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP).

This app allows Louisiana residents to access emergency information on the go and get prepared prior to an emergency happening. Users can prepare customized emergency plans, review the Louisiana Emergency Preparedness Guide, and get up-to-date information about evacuations. The app even allows you to notify family and friends that you are safe in the event of an emergency.

Real-time notifications are sent directly to the device from GOHSEP to provide the most up-to-the-minute information for residents.

<https://www.getagameplan.org/resources/get-a-game-plan-app/>

