

## **E-Mail Memorandum**

**From: Diane B. Caldon / Provider Education Specialist**  
**Company: LA Medicare Services**  
**Date: September 2, 2005**  
**Subject: Hurricane Disaster Assistance**

Dear Friends,

As we continue to provide you with the latest up to date Medicare information, we are forwarding a Hurricane Katrina Website Announcement and ask that you disseminate it to the members of your organization. Please forward to your colleagues, post in your offices and include to your Listservs, on your web page and/or in your next regularly scheduled bulletin. Thank you!

Hurricane Disaster Assistance  
09/02/05

The employees of Medicare Services wish to extend their support and heartfelt concern to the victims of Hurricane Katrina. With having a Louisiana office, many of our own employees and families have experienced the devastating effects of Hurricane Katrina first hand.

During this difficult time, we would like to assist our provider community by making them aware of the following information:

- \* Medicare Services will continue to process all claims already received from providers within the affected areas.
- \* The U.S. Postal Service has suspended mail delivery service to areas within the following zip codes 700, 701 and 704 until further notice. Therefore, Medicare Services is suspending the mailing of reimbursement checks, remittance advices, and other correspondence to providers within these zip code ranges.
- \* If you are outside of these identified zip code ranges and would like to have your Medicare correspondence placed on hold or delivered to an alternative address, please contact our customer service departments (See complete listing at end of this notice). Also, you may fax your address change request to the enrollment department at (225) 231-2128.
- \* It is important that you notify us of your change of mailing

address, since reimbursement checks and other correspondence will be placed on hold until proper notification is received. Please note your address change will need to be documented in writing and may be sent via the U.S. mail service or faxed to our Enrollment Department for processing purposes. Currently, we are working with CMS to determine if an abbreviated enrollment form will be required. All efforts will be initiated to expedite these changes to support our provider community in this time of need.

\* Please indicate "Hurricane Disaster" on the top of any correspondence related to Hurricane Katrina that is sent to our office. This will assist us in identifying issues related to the current circumstances and we will place high priority on processing the requested changes.

\* Be assured, all electronic correspondence, including Electronic Funds Transfers (EFT's) will function as usual, however please touch base with your perspective financial institution regarding their operational status. If you would like to enroll in or update your EFT information, please visit the CMS web site @ [www.cms.hhs.gov/forms/cms588.pdf](http://www.cms.hhs.gov/forms/cms588.pdf) <<http://www.cms.hhs.gov/forms/cms588.pdf>> to download and print the required form. Once completed, please fax to the Enrollment Department at (225) 231-2128.

\* DMERC providers that render services to displaced patients can contact any of the Palmetto approved suppliers for assistance. In order to be reimbursed for these services, providers or suppliers should submit a paper claim and denote across the top of the claim, "Disaster Relief." In addition, a memo should be attached noting an explanation of the service provided and why, along with the provider/supplier's relevant telephone number. If a provider/supplier needs additional assistance, please contact Palmetto GBA's multifunctional team at 1-866-270-4909.

\* Many evacuees that are Louisiana Medicaid recipients have fled to Arkansas as a result of the Hurricane Katrina. Therefore, Louisiana Medicaid is allowing Arkansas pharmacists to enroll as Louisiana Medicaid providers in order to fill prescriptions for those patients. The Louisiana Medicaid Provider enrollment number is 225-237-3370 or 1-800-473-2783. Enrollment forms are also available on the homepage of APA website @ [www.arpharmacists.org](http://www.arpharmacists.org) <<http://www.arpharmacists.org>> . Confirmation of eligibility can be verified by contacting the REVS/MEVS line at 1-800-776-6323, please note you must already be enrolled as a Medicaid provider. Information for Mississippi and Alabama Medicaid is not available at this time.

Medicare Services appreciates your continued support and participation in

our program. Your satisfaction with our programs and service level is a high priority with our organization.

Providers that require any further assistance regarding the Medicare Part B Program, please contact our Customer Service Units.

Customer Service can be reached at:

- \* Arkansas (866) 345-0274
- \* Louisiana (866) 567-8419
- \* Missouri (866) 736-0799
- \* New Mexico (866) 280-6520
- \* Oklahoma (866) 280-6520

Please visit your local carrier website for routine updates related to Hurricane Disaster Assistance:

- \* [www.arkmedicare.com](http://www.arkmedicare.com) <<http://www.arkmedicare.com> >
- [www.lamedicare.com](http://www.lamedicare.com)
- [www.momedicare.com](http://www.momedicare.com)
- [www.oknmmedicare.com](http://www.oknmmedicare.com)

Beneficiaries should continue to contact the 1-800-MEDICARE toll free number and review the above websites for any beneficiary updates.

Diane B. Caldon  
Provider Education Specialist  
LA/OK/NM Medicare Services  
(225) 231-2275  
(225) 231-2128 fax