



July 2019 Provider Education

Florida Community Care Claims Process in the Event of a Hurricane

We are reaching the peak of the 2019 Hurricane Season. Florida Community Care wants to be sure to inform you that in the unfortunate circumstance that a storm does impact our state, Florida Community Care will be available to support our enrollees and provider community.

Florida Community Care (FCC) manages and maintains appropriate processing and payment of claims in the event of a natural disaster causing interruptions to normal business operations in parts or all of the State. In the event that the Florida Governor declares a state of emergency for any region / county, FCC will make emergency updates to configuration and processing rules to avoid suspending or denying claims for covered services which require authorization for the period of time as defined by the emergency order. This will be completed within 4 hours of the emergency order.

FCC will furnish covered services to an enrollee without any form of authorization, without regard to whether such services are provided by a participating or non-participating provider and without regard to service limitations during the event.

For questions, please call 1-833-322-7526 and select option 5.

Thank you for partnering with Florida Community Care!