

NOTICE TO PROVIDERS REGARDING PROVIDER PAYMENT PROVISIONS DURING COVID-19 EMERGENCY

On March 9, 2020, Governor Ron DeSantis issued Executive Order Number 20-52 declaring a state of emergency related to the 2019 novel coronavirus (COVID-19). During this state of emergency, Florida Community Care (FCC) is committed to ensure there are no gaps in care for its Medicaid enrollees, while implementing procedures and the use of routine screenings to prevent further spread of COVID-19. As a result, we are following the Agency for Health Care Administration (AHCA) guidance on provider payment and authorization requirements.

Waiver of Prior Authorization Requirements

In order to reduce administrative burdens on key providers that are on the front line serving the populations most impacted by COVID-19, FCC has waived initial and ongoing prior authorization requirements for skilled nursing facilities, long term acute care hospitals, hospital services, physician services, advanced practice registered nursing services, physician assistant services, home health services, and durable medical equipment and supplies. This provision is applicable to all FCC enrollees during this state of emergency.

In addition to the services listed above, FCC has waived all prior authorization requirements for all services (except pharmacy services) necessary to appropriately evaluate and treat managed care plan enrollees diagnosed with COVID-19. Please refer to official diagnosis coding guidelines that have been published by the Centers for Disease Control (CDC).

Waiver of Limits on Services

FCC has waived limits on medically necessary services (specifically related to frequency, duration, and scope) that need to be exceeded in order to maintain the health and safety of enrollees diagnosed with COVID-19 or when it is necessary to maintain an enrollee safely in their home.

Further, FCC has lifted all limits on early prescription refills during the state of emergency for maintenance medications, except for controlled substances. The edits prohibiting early prescription refills will remain lifted for 60 days, in accordance with the Governor's Executive Order #2020-52. This does not apply to controlled substances. FCC will reimburse for a 90-day supply of maintenance prescriptions when requested by the enrollee and the pharmacy has the requested quantity in stock.

Waiver of Cost Sharing

FCC has waived co-payments for all services during the COVID-19 Emergency.

Provider Enrollment and Credentialing

To ensure necessary access for enrollees impacted by COVID-19, FCC will allow those enrollees to see non-participating providers if they are unable to access covered services from participating providers. Providers (including out of state providers and providers not licensed in Florida) not known to Florida Medicaid that rendered services during the state of emergency must complete the Agency's provisional (temporary) enrollment process to obtain a provider identification number for services rendered to enrollees. The Agency will make available the process for provisional provider enrollment at <http://www.mymedicaid-florida.com>.

Claims Submission Instructions

Providers can submit their claims through Availity using the EDI Payor ID below; or mail their claims to the address below.

EDI Payor ID	Claims Mailing Address
FLCCR	Florida Community Care P.O. Box 211322 Eagan, MN 55121

FCC will maintain its standard processes for providers to submit claims and supporting documentation.

Florida Community Care remains in operations and will continue to coordinate care for enrollees. If you need to reach us regarding claims related issues, you can call 1-833-322-7526 and press 5.

Thank you for partnering with Florida Community Care!

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