



## Florida Community Care's Response to COVID-19 Outbreak

Dear Provider,

On March 9, 2020, Governor Ron DeSantis issued Executive Order Number 20-52 announcing a state of emergency regarding the 2019 novel coronavirus (COVID-19). Florida Community Care (FCC) is closely monitoring the evolving COVID-19 crisis and its impact on enrollees and providers. FCC is working with the Florida Agency for Health Care Administration (AHCA) and other state and local government agencies to stay informed of the latest developments and official directives during this unprecedented situation.

During this state of emergency, FCC will ensure that there are no gaps in care for its enrollees. Upon the Governor's issuance of the state of emergency, FCC initiated its Emergency Response Plan and immediately began taking steps to address the needs of its enrollees. Following both AHCA and Florida Department of Health (DOH) guidance, FCC withdrew its staff from facility-based visits, and is now conducting all contact with all enrollees and providers via phone in order to limit potential exposure and transmission of COVID-19.

In addition, FCC has waived initial and ongoing prior authorization requirements for the following services to make it easier for providers to deliver necessary services to enrollees:

- 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

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. FCC has also 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.

FCC understands these unique circumstances create challenges for its providers. FCC is also conducting outbound calls to network providers to solicit feedback and identify those challenges to gauge the ability of providers to continue to effectively serve enrollees.

If you are having issues related to COVID-19, including issues with supplies, we encourage you to contact the DOH's dedicated COVID-19 Call Center by calling 1-866-779-6121 or emailing [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov). The Call Center is available Monday through Friday, 8:00 am to 5:00 pm. You can also contact your local County Health Department.

Florida Community Care remains in operations and will continue to coordinate care for enrollees. If you need to reach us, you can call 1-833-322-7526 and press 5. FCC is working diligently with its case managers to coordinate any critical services enrollees may need.

Thank you for your continued support of FCC during this very challenging and hectic time.

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