

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

Consistent with Phase 2 of Governor Ron DeSantis' Plan for Florida's Recovery, the Agency is reinstating prior authorization requirements for the following Florida Medicaid services that were waived in response to COVID-19:

- Hospital services (including long-term care hospitals)
- Nursing facility services
- Physician services
- Advanced practice registered nursing services
- Physician assistant services
- Home health services
- Ambulance transportation
- Durable medical equipment and supplies

Florida Community Care (FCC) is implementing this change effective for dates of service on or after June 19, 2020 when prior authorization is required for the service.

Behavioral Health Exception

FCC will continue to waive prior authorization requirements and services limits (frequency and duration) for Medicaid-covered behavioral health services covered. This includes community behavioral health services, inpatient behavioral health services, and targeted case management services. FCC will continue this flexibility until further notice.

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.

General Information

For more information on the Agency's efforts related to COVID-19, please visit: http://ahca.myflorida.com/covid-19_alerts.shtml.

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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