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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

October 9, 2018

Provider Type(s): All

Guidance to All Providers Regarding Provision of Medicaid Services During Hurricane Michael:

This Guidance Applies to Both Fee-For-Service and Managed Care Providers

It is imperative Florida Medicaid recipients maintain access to critical Medicaid services that are life sustaining (examples include: durable medical equipment and supplies, home health services,

hospital services, nursing facility services, chemotherapy, dialysis services, etc.) (herein referred to as critical Medicaid services) during the disaster period. To this end, the Agency will ensure reimbursement for critical Medicaid services that are provided in good faith to eligible recipients who reside in the counties impacted by Hurricane Michael.

Please keep providing services:

- The Agency will waive all prior authorization requirements for critical Medicaid services during the disaster period.
 - Early prescription refill edits have been lifted for all maintenance medications (this does not apply to controlled substances).
- If a recipient requires critical Medicaid services beyond limits stated in policy in order to maintain safety and health, providers can furnish the service.
- For providers furnishing critical Medicaid services out of state, we encourage you to provide needed services to any Florida Medicaid recipient who has been displaced.
- All Preadmission Screening and Resident Review (PASRR) processes may be postponed until further notice by the Agency.
 - Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements.
 - The PASRR process is waived for recipients who were evacuated due to an evacuation order or power outage, and were admitted and discharged during the storm.

Medicaid transportation services:

- Medicaid transportation providers are continuing to provide transportation to critical medical services, such as chemotherapy and dialysis and inter-facility transfers, when the facilities providing those services remain available and **when the safety of the recipient and the driver can be assured.**

- As evacuations occur and Hurricane Michael moves closer to Florida, Medicaid transportation providers are making county by county assessments regarding the availability of providers and their ability to ensure safety.

Out-of-state or non-Medicaid providers:

- For reimbursement purposes, the Agency will expedite enrollment for out-of-state on a provisional (temporary) basis after critical Medicaid services are rendered. The process for provisional provider enrollment is located at <http://www.mymedicaid-florida.com>.
- All out-of-state providers wishing to provide critical Medicaid services should provide services. Pharmacies needing to immediately dispense prescription refills to displaced Florida Medicaid recipients should dispense the prescriptions and follow the provisional enrollment process.
- Providers that are not enrolled in Florida Medicaid that furnish critical Medicaid services during this emergency period should maintain as much documentation as possible to help the Agency properly and timely adjudicate claims after the storm. This includes:
 - Recipient information
 - Services rendered with dates and location
 - Information on the nature of the emergency necessitating the provision of services (if applicable)

Additional information for providers is located on the Agency website, <http://www.ahca.myflorida.com>: Click the Hurricane banner at the top of the page for more information.

Governor Rick Scott's emergency executive orders, including impacted counties, is located online at: <https://www.flgov.com/2018-executive-orders/>.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | CALL 1-877-254-1055

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 45,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).

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