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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

May 6, 2020

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### Provider Type(s): 67

### iBudget Provider May Advanced Payment Deadline Extended to May 15

As described in the [iBudget Provider Payment Flexibility](#) provider alert that was issued on March 18, 2020, the Agency for Health Care Administration (AHCA) and the Agency for Persons with Disabilities (APD) recognize the financial impact that the 2019 novel coronavirus (COVID-19) may have on Individual Budgeting (iBudget) home and community-based waiver providers. The purpose of this alert is to provide additional details on the advanced payment (herein referred to as “retainer” payment) process and provide an extended deadline for providers who have not yet submitted a May payment request. **This provider alert is should be read in conjunction to the alert issued on [April 3, 2020](#).**

**May Retainer Payment Request Extension:** AHCA is extending the opportunity for providers to request the May payment until **May 15, 2020**. Requests submitted during this time will be processed as quickly as possible so payment can be made by the end of the May. The form may be found [here](#). The form must have all required fields completed in order to receive the payment. The information must be entered accurately, including the correct **Medicaid provider identification** number. Providers will also need to select the type(s) of financial hardship related to COVID-19 causing the need for the retainer payment.

Submission of this request form does not guarantee a payment. You will receive an email confirmation of your request within two business days from submission. All submissions will be reviewed to determine eligibility. Providers must meet all eligibility criteria and must be able to attest to all statements on the form. Eligible providers will only receive a retainer payment for the services that were selected on the form.

Providers who submitted their request by the April 15<sup>th</sup> deadline can expect their May payment the first full week of the month. The retainer payments are made following AHCA’s standard billing practices and are always issued on a Wednesday.

**Request Form:** Providers must be able to agree to all attestation statements on the form to be eligible for the payment. Providers that make false statements on the form may be subject to investigation through Medicaid Program Integrity.

**Payment Methodology:** The retainer payments are calculated for each eligible provider using an average of the claims paid to the provider for the eligible services during the months of October 2019 through February 2020, excluding any months with zero payment amounts. Each eligible provider will only receive ONE payment based on this average.

To ensure the retainer payment amounts are calculated using the most up-to-date claims data, it is imperative that providers have submitted all claims for these months. Unfortunately, if services provided during the months of October 2019 through February 2020 have not been billed and paid, they are not included in the payment calculation as the methodology is based on paid claims. In addition, if there is no historical reimbursement information, the Agency cannot issue a retainer payment.

**Service Documentation:** Providers who accept the retainer payment should continue to render services to the extent possible (e.g., rendering services in an alternative setting) even though they are not billing for those services. These providers must submit documentation **for all clients** with service authorizations. This includes clients who are not receiving services – providers must submit case notes to the waiver support coordinators (WSC) explaining the circumstances for not rendering services.

**Billing:** Providers cannot accept the retainer payment and submit claims for those services for dates of service in which the retainer payment is made (*Example: if the provider accepts the retainer payment for April for adult day training, the provider should NOT submit claims for adult day training for services rendered April 1 – April 30*). Providers who received the April advanced payment and are choosing to bill for the month of April instead, must return the retainer payment to AHCA no later than **May 15, 2020**. If the payment is not returned by this date and there is evidence of billing, the retainer payment will be recouped.

Please note that providers are still able to bill for other services for which a retainer payment was not received. (*Example: if the provider renders both adult day training and residential habilitation and only receives a retainer payment for adult day training services, the provider can continue to bill for residential habilitation services.*)

**Future Retainer Payments:** Providers that requested a retainer in May will automatically receive a payment for the month of June. Providers that do not wish to receive future payments must return the payment following the “opt-out” instructions as outlined in the alert issued on [April 3, 2020](#).

**Additional Information:** Please visit the AHCA COVID-19 Alerts [web page](#) to stay informed about AHCA's response to COVID-19 as it provides specific information pertaining to facilities, Medicaid providers, and frequently asked questions regarding Florida Medicaid requirements during the state of emergency.

You may also contact your local APD regional office for additional assistance or questions.

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**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)  
**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 ▪

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