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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

July 1, 2020

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### Provider Type(s): All

### Continuation of Florida Medicaid Flexibilities Implemented During the COVID-19 State of Emergency

To ensure continuity of care for recipients and to ensure access to services, the Agency for Health Care Administration (Agency) has implemented several flexibilities during the 2019 novel coronavirus (COVID-19) state of emergency.

The purpose of this alert is to inform providers that flexibilities enacted under the Medicaid program during the COVID-19 state of emergency will continue until the Agency notifies providers that the flexibility is ending. At this time, the Agency has only discontinued the waiver of prior authorization requirements, which was detailed in the Agency's [June 12, 2020](#) provider alert. This means that all other flexibilities remain in effect until further notice, including those related to telemedicine services.

For more information on the Agency's COVID-19 response efforts, please visit our website at: [http://ahca.myflorida.com/covid-19\\_alerts.shtml](http://ahca.myflorida.com/covid-19_alerts.shtml).

For additional assistance, providers may contact the Florida Medicaid helpline: 1-877- 254-1055.

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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 .

*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 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube\(AHCAFlorida\)](#).*

