

Prior authorization and limits on services

Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply) would like to thank all medical providers and their staff for the continuity of care and safety provided to our Florida Medicaid recipients during the novel coronavirus (COVID-19) state of emergency. We are committed to helping our members access health care and are adopting measures to reduce administrative burdens on providers. The following provisions are effective March 9, 2020.

Prior authorizations

Simply will waive initial and ongoing prior authorization (PA) requirements for 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. Note: Noncovered services will still require authorization review.

In addition to the services listed above, Simply will waive all PA requirements for all services (except pharmacy services) necessary to appropriately evaluate and treat members diagnosed with COVID-19. Please refer to official diagnosis coding guidelines that have been published by the CDC.

In an effort to track our members and start working on early discharge planning, we highly encourage providers to notify us of any transfers as expeditiously as possible.

Limits on services

Simply will waive 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 members diagnosed with COVID-19 or when it is necessary to maintain an enrollee safely in their home. Examples of services include:

- The 45-day hospital inpatient limit.
- Home health services.
- DME.
- In-home physician visits.
- \$1,500 outpatient limit, etc.

Prescriptions

Simply will lift 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. Simply will reimburse for a 90-day supply of maintenance prescriptions when requested by the enrollee and the pharmacy has the requested quantity in stock. Simply will allow mail order delivery of

* IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

<https://provider.simplyhealthcareplans.com/florida-provider>

<https://provider.clearhealthalliance.com/florida-provider>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

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maintenance prescriptions during the state of emergency. For more information regarding mail order delivery, contact IngenioRx* Mail Order Pharmacy at **1-833-203-1737**.

For more information, contact Provider Services at **1-844-405-4296**.

For more information regarding Simply's response to COVID-19 and updated guidelines, visit the Provider News section of our websites at:

- <https://provider.simplyhealthcareplans.com/florida-provider>.
- <https://provider.clearhealthalliance.com/florida-provider>.