

Update: Post-Hurricane Ian notice

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

The purpose of this notice is to provide an update to the previous Simply and CHA provider alert issued on September 28, 2022, and to provide additional guidance on temporary flexibilities due to Hurricane Ian.

To further assist our members and providers in resolving any issues related to Hurricane Ian, we are following the Agency for Health Care Administration's (AHCA's) **updated guidance** issued on November 3, 2022.

The following updates apply *only* to the Federal Emergency Management Agency (FEMA) designated counties: *Brevard, Charlotte, Collier, DeSoto, Flagler, Glades, Hardee, Hendry, Highlands, Hillsborough, Lake, Lee, Manatee, Monroe, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, and Volusia.*

Effective immediately, Simply and CHA will ensure reimbursement for all services provided in good faith to our Medicaid members in FEMA designated counties during AHCA's defined **disaster grace period** (September 29, 2022, through November 30, 2022):

- **Prior authorizations:** Simply and CHA will waive all prior authorization requirements for Medicaid services with dates of service during the disaster grace period. *Exception: all prior authorizations for pharmacy services remain intact:*
 - For medical services in non-FEMA designated counties, we are now following standard prior authorization processes.
- **Limits on services:** Simply and CHA will waive limits on services (specifically related to frequency, duration, and scope) that were exceeded in order to maintain the health and safety of recipients for dates of service during the disaster grace period:
 - We lifted all limits on early prescription refills during the disaster grace period for maintenance medications, with the exception of controlled substances. The edits prohibiting early prescription refills will remain lifted until further notice by AHCA.
 - Medicaid participating pharmacy providers may provide mobile pharmacy services, when provided in accordance with **Department of Health Emergency Order 22-003**.
 - Simply and CHA transportation providers will receive reimbursement for transportation of eligible recipients to medical services, such as chemotherapy and dialysis and inter-facility transfers, when the facilities providing those services remain available. Transportation providers will receive reimbursement for eligible recipients to shelters and other temporary housing when they are displaced from the storm during the disaster grace period.

* 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> | <https://provider.clearhealthalliance.com>

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

FLSMPLY-CD-012871-22 November 2022

- **Provisional enrollment:** In order to be reimbursed for services rendered to eligible Simply and CHA members on the dates of service in the disaster grace period, providers not already enrolled in Florida Medicaid (out-of-state or in-state) must complete a provisional (temporary) enrollment application. The process for provisional provider enrollment is located at <http://www.mymedicaid-florida.com> or on our [website](#).
- **Waived enrollment for prescribing providers:** Enrollment is waived for providers not already enrolled in Florida Medicaid (out-of-state or in-state) to prescribe non-controlled substances during the Disaster grace period if the prescribing provider: 1) holds a clear and active license; 2) holds a clear and active national provider identification (NPI) number; 3) provides services within their scope of practice.

Services provided outside of the disaster grace period

For dates of service beginning December 1, 2022, Simply and CHA will return to normal business operations as it relates to the coverage and reimbursement of Medicaid services, except as described below:

- Simply and CHA will continue to reimburse for services furnished after the disaster grace period without prior authorization and without regard to service limitations or whether such services are provided by a current Medicaid enrolled provider in those instances where the provider and/or member could not comply with policy requirements because of ongoing storm-related impacts. Providers must have rendered services in good faith to maintain the member's health and safety. Examples of such instances include:
 - The provider still does not have access to the Internet or phone services as a result of continued power outages and, therefore, could not request prior authorization timely.
 - The recipient continues to be displaced and must receive services in a different region of the state or out-of-state.
 - The member's assigned primary care physician or specialist's office remains closed due to the storm and urgent care is rendered at another provider's location without prior authorization.

Maintenance of supporting documentation

Providers rendering services must maintain as much documentation as possible to help properly and timely adjudicate claims. Nothing precludes Simply and CHA from conducting retrospective reviews to detect any fraud or abuse.

For additional information and details related to these updates, refer to AHCA's November 3, 2022, *Provider Alert: [Instructions for Counties Designated by FEMA for Hurricane Ian Disaster](#)*.

If you have any questions, please contact Provider Services or visit our provider website:

- Provider Services: **844-405-4296**
- IngenioRx* Pharmacy Help Desk: **833-235-2030**
- Provider updates:
 - Simply: <https://provider.simplyhealthcareplans.com/florida-provider/home>
 - CHA: <https://provider.clearhealthalliance.com/florida-provider/home>
- Provider claims:
 - Simply: <https://provider.simplyhealthcareplans.com/florida-provider/claims>
 - CHA: <https://provider.clearhealthalliance.com/florida-provider/claims>