

Support for health care professionals affected by Hurricane Ian in Florida

On Sept. 29, 2022, the Federal Emergency Management Agency (FEMA) issued a **declaration of a major disaster** for the following Florida counties affected by Hurricane Ian (DR-4673-FL): 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.

UnitedHealthcare is taking the following measures to help ensure our members affected by Hurricane Ian have immediate and easy access to the care they need and to support you and your practice as you provide this care.

Scope and applicability

Unless otherwise noted, these measures apply to the Managed Medical Assistance (MMA) and Long-Term Care (LTC) plan members in the FEMA-designated counties only.

Regulatory requirements and guidance

The UnitedHealthcare Community & State Plan of Florida will adhere to all regulatory requirements or guidance as follows:

Coverage and authorization provisions

We will furnish all Medicaid services during the disaster grace period to enrollees:

- Whose permanent address is in the FEMA-designated disaster areas, regardless of whether the enrollee temporarily relocated to a different region or state
- Without any form of prior authorization, with the exception of prior authorization for pharmacy services, which remain intact
- Without regard to service limitations that were exceeded (specifically frequency, duration and scope) to maintain the health and safety of enrollees for dates of service during the disaster grace period, as stated in the Florida Medicaid coverage policies

We'll ensure the ongoing provision of covered services to affected enrollees without burden to new providers.



Dates of service

The Agency for Health Care Administration (AHCA) defines the disaster grace period for the dates of service from **Sept. 29, 2022, through Nov. 30, 2022.**

AHCA may amend this time if it's deemed necessary to protect the health, safety and well-being of Medicaid managed care enrollees.

Accessing care out of network

Enrollees with a permanent address in a FEMA-declared disaster area can see non-participating providers if participating providers cannot provide covered services

Temporary provider enrollment in Florida Medicaid

Providers who are out of state or in state and not enrolled as a Florida Medicaid provider can receive a provisional provider identification number for services rendered to enrollees who evacuated to other states. Go to mymedicaid-florida.com to enroll.

Prescription drug services

We will reimburse for services provided by mobile pharmacies when they meet all requirements in the [Department of Health Emergency Order 22-003](#) and when the mobile pharmacy is one of the following:

- A participating pharmacy provider in the plan's network and known to Florida Medicaid (e.g., Walgreens)
- A non-participating pharmacy provider that is currently a Medicare participating pharmacy provider or is provisionally enrolled in the Florida Medicaid program

Prescription of non-controlled substances

Providers who are out of state or in state and not enrolled as a Florida Medicaid provider can prescribe non-controlled substances during the disaster grace period if the prescribing provider:

- Holds a clear and active license
- Holds a clear and active National Provider Identification (NPI) number
- Provides services within their scope of practice

Claim payment exceptions

We will implement claim payment exceptions for medically necessary services provided to affected enrollees during and after the disaster period in the following situations:

- The service normally requires prior authorization
- A non-participating provider rendered the service
- The services exceeded coverage limits

We'll include the following temporary changes to our claims submission process and update it on UHCprovider.com, along with providing contact information for assistance:

- Claims submission requirements
- Provider enrollment requirements
- Waiver of credentialing requirements for non-applicable providers
- Minimum documentation requirements for decision-making by managed care plans

Provider payments

We will reimburse participating network providers for services rendered at the rates mutually agreed upon in their contract with UnitedHealthcare. We will reimburse non-participating providers for services provided in accordance with:

- The rates established on the Medicaid fee schedules in the [Provider Reimbursement Schedules and Billing Codes](#)
- The reimbursement rates and methodologies published on ahca.myflorida.com for services rendered during the disaster grace period, unless otherwise permitted under the contract and mutually agreed upon by the provider and UnitedHealthcare Community Plan

Transportation reimbursement

We will reimburse transportation providers for transporting eligible enrollees to shelters and other temporary housing when they're displaced during the disaster grace period.

Requirements after the disaster grace period

For dates of service beginning Dec. 1, 2022, UnitedHealthcare Community Plan will return to normal business operations as they relate to the coverage and reimbursement of Medicaid services, with the following exceptions:

- Suspension of early refill edits
- Expedited process for new authorization requests for durable medical equipment and supplies and home health services
- Reimbursement for services rendered without prior authorization and without regard to service limitations in the following instances:
 - Providers and/or enrollees couldn't comply with policy requirements because of storm-related impacts
 - Providers rendered services in good faith to maintain the recipient's health and safety, as in the following examples:
 - The provider doesn't have access to the internet or phone services as a result of continued power outages and couldn't submit timely prior authorization requests
 - The enrollee is still displaced and must receive services in a different region of the state or out of state
 - The office of the enrollee's assigned primary care physician or specialist remains closed and a provider at another location administers urgent care without prior authorization

Resources

This information is in addition to the AHCA Florida Medicaid Health Care Alerts posted on [Sept. 27, 2022](#), and [Nov. 3, 2022](#).



We're here to help

For the latest updates, visit UHCprovider.com/disaster. If you have questions, please call Provider Services at the following numbers:

- Managed medical assistance: **877-842-3210**
- Long-term care: **800-791-9233**