

Good afternoon,

The governor of Florida has issued a state of emergency for affected counties under [Executive Order 24-209](#). At this time, Simply and CHA will be operating during normal business hours and our call centers will remain open. We are here to work closely with you to ensure that our members continue to receive the same quality of care during this time.

Statewide Medicaid Managed Care Managed Medical Assistance, Long-Term Care, and FHK:

- Effective September 25, 2024, until further notice for affected counties in the latest executive order, we waive prior authorization requirements for critical services, including:
 - Emergent hospitalizations (we will also be including level of care reviews for now)
 - Transfers for evacuation and placement
 - No prior authorization needed to transfer from a hospital to a hospital, or SNF.
 - No prior authorization needed to transfer from an LTACH to an LTACH or SNF.
 - No prior authorization needed to transfer from an AIR to an AIR or a SNF.
 - No prior authorization for critical supplies or services for members discharging from ANY facility to home.
 - No prior authorizations for oxygen or respiratory equipment, etc.
 - No prior authorization for CONTINUED home health services or supplies for 30 days - even without a signed order or care plan
 - No prior authorization to CONTINUE temporary LTC services for 30 days
 - No prior authorization for CONTINUED therapy care plans for 30 days - even without a signed order or care plan
 - Early prescription refill restrictions are waived
 - Preauthorization for discharge medications is currently lifted for any discharges in the affected counties.
- Prior authorization for non-critical services will continue, including (but not limited to):
 - Planned / Elective procedures
 - Routine DME requests
 - New requests for LTC HHA services
 - New rehabilitative therapy requests
 - All OON requests

- All OOSA requests
- Critical Medicaid services for members beyond limits stated in policy to maintain safety and health will be accepted. For further details, please contact Provider Services.
- We respectfully request notification of admissions so that we may assist our providers, facilities, and members in coordinating any post-discharge services, including transportation or transfers:
 - *All preadmission screening and resident review (PASRR) processes are postponed until further notice.*
 - Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements.
 - The PASRR process is waived for recipients who evacuated due to an evacuation order or power outage and are admitted and discharged during the storm.
- Transportation vendors should continue providing services to all Medicaid enrollees as long as they are able.

Medicare:

- Effective September 25, 2024, until further notice for all facilities located in the listed coverage areas (Brevard, Charlotte, Citrus, Clay, Collier, Duval, Flagler, Hernando, Hillsborough, Lake, Lee, Manatee, Marion, Orange, Osceola, Pasco, Pinellas, Polk, Putman, Sarasota, Seminole, St Johns, Sumter, Volusia), waiver instructions are as follows below:
 - Transfers between hospitals and discharges to Skilled Nursing Facilities (SNFs):
 - No prior authorization is required for any transfers between hospitals or discharges to SNFs within the affected areas.
 - Discharges to home:
 - No prior authorization is needed for “critical” supplies or services for members discharging from any facility to home. If a recipient requires critical Medicare services such as Dialysis, and chemotherapy to maintain safety and health, providers can furnish the service without prior authorization.
 - Transfers between Acute Inpatient Rehabilitation (AIR) Facilities and Discharges to SNFs:
 - No prior authorization is required for transfers between AIR facilities or discharges to SNFs.
- Transfers between Long-Term Acute Care Hospitals (LTACHs):
 - No prior authorization is needed for transfers between LTACHs in the event of an evacuation.

- Exceptions: No waivers are currently in place for Acute Hospital Transfers to LTACH unless there is a need due to evacuation.
- Pharmacy: Early prescription refill restrictions are waived.

Please let me know if you have any questions.

Be safe,



Jacqueline Primerano

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