


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	<b>November 14, 2022</b>
	<b>Purpose:</b>	<b>Educate Providers on Provisions of and Payment for Services during and after Hurricane Ian</b>
	<b>Subject:</b>	<b>Hurricane Ian – Provisions of and Payment for Services</b>
	<b>Products:</b>	<b>FHK</b>
	<b>From:</b>	<b><u>Provider Relations</u></b>

## Aetna Better Health® of Florida

### Hurricane Ian -Provisions of and Payment for Services

Dear Providers,

This communication is to inform you about the coverage of and payment for services provided during and outside the disaster grace period in Florida Counties affected by Hurricane Ian

**Policy Transmittal 2022-10:** All information in this policy transmittal applies ONLY to the FEMA-designated counties.

On September 29, 2022, the Federal Emergency Management Agency (FEMA) issued a major disaster declaration 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. Section (s.) 252.34, Florida Statutes (F.S.), defines a disaster as: “[A]ny natural, technological, or civil emergency that causes damage of sufficient severity and magnitude to result in a declaration of a state of emergency by a county, the Governor, or the President of the United States.”

#### **During the Disaster Grace Period in the FEMA Designated Counties**

##### **I. Coverage and Authorization Provisions**

Aetna Better Health of Florida (ABHFL) will furnish all Medicaid services during the disaster grace period to members whose permanent address in the FEM designated disaster area:

- Without any form of authorization;
- Exception: all prior authorizations for pharmacy services remain intact.
- Without regard to service limitations (specifically related to frequency, duration, and scope) that were exceeded in order to maintain the health and safety of enrollees for dates of service during the disaster grace period, stated in the Florida Medicaid Coverage Policies; and
- Whether or not the member has temporarily relocated to a different region or state.

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- ABHFL will ensure the ongoing provision of covered services to its impacted enrollees without burden to new providers.

## II. Network Provisions

ABHFL will ensure that members are able to see non-participating providers if members have a permanent address in a FEMA declared disaster area and are unable to access covered services from participating providers.

Providers not known to Florida Medicaid (out of state or in state) that rendered services during Hurricane Ian must complete the Agency's provisional (temporary) enrollment process to obtain a provider identification number for services rendered to members who evacuated to other states. The process for provisional provider enrollment is located at <http://www.mymedicaid-florida.com>.

To ensure the provision of prescribed drug services in the FEMA designated counties, ABHFL will reimburse for services provided by a mobile pharmacy, when all requirements in the [Department of Health Emergency Order 22-003](#) are met and when the mobile pharmacy is one of the following:

- A participating pharmacy provider in ABHFL network and is known to Florida Medicaid
- A non-participating provider in the plan's network but is currently a Medicare participating pharmacy provider and is provisionally (temporarily) enrolled in the Florida Medicaid program

Enrollment will be 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

## III. Claims and Provider Payment Provisions

ABHFL has implemented a claims payment exception process for reimbursement of any medically necessary service furnished to impacted members during and after the disaster period that normally would have required prior authorization, that were rendered by a non-participating provider, or that exceeded coverage limits for the service.

- [Florida Healthy Kids \(FHK\) Copay Waiver](#)

We will reimburse participating network providers for services provided at the rates mutually agreed upon by the provider and ABHFL contract/agreement. ABHFL will reimburse non-participating providers (i.e., providers not already contracted with ABHFL), for services provided in accordance with the rates established on the Medicaid fee schedules incorporated by reference in Rule 59G-4.002, F.A.C. and the provider [reimbursement rates/reimbursement methodologies](#) published on the Agency's web page for services rendered during the disaster grace period, unless otherwise mutually agreed

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upon by the provider and the Medicaid health plan and otherwise permitted under the Contract.

ABHFL will reimburse transportation providers for transporting eligible members to shelters and other temporary housing when they are displaced from the storm during the disaster grace period.

## **Requirements After the Disaster Grace Period**

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

- Suspension of early refill edits
- ABHFL will implement expedited authorization process for new authorization requests for durable medical equipment and supplies (DME) and home health services

ABHFL will reimburse for services furnished outside of the disaster grace period without prior authorization (PA) and without regard to service limitations or whether such services are provided by a participating provider in those instances where the provider and/or member could

Thank you for your continued participation in the Aetna Better Health of Florida network. As always, please don't hesitate to contact our Provider Services line if you have any questions at:

**Phone:** MMA: 1-800-441-5501

LTC: 1-844-645-7371

FHK: 1-844-528-5815

**Email:** [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com)

Thank you,

**Aetna Better Health of Florida**

[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)

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