

COVID-19: Prior authorization reinstatement

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

Simply and CHA would like to thank all medical providers and their staff for the continuity of care and safety provided to our Medicaid recipients during the COVID-19 state of emergency.

Simply established service authorization flexibilities effective March 9, 2020 (See Provider Bulletin [Prior Authorizations and Limits on Services](#)) to help respond to COVID-19. Consistent with [Phase 2](#) of Governor Ron DeSantis' *Plan for Florida's Recovery*, Simply will be reinstating the service authorization requirements for the following services that were previously waived in response to COVID-19:

- Hospital services (including long-term care hospitals)
- Nursing facility services
- Physician services
- Advanced practice registered nursing services
- Physician assistant services
- Home health services
- Ambulance transportation
- Durable medical equipment and supplies

Prior authorization requirements will be reinstated for dates of service on or after **June 19, 2020**. This includes prior authorization requirements for inpatient hospital services (admissions) occurring on or after **June 19, 2020**.

- Any authorization issued during the COVID-19 waiver period will be valid through the date span given on the approval notice. For authorization of services being performed after June 19, 2020, or for ongoing services that exceed the approved date span, please contact Simply to review your request.
- **We will deny claims for services that require authorization received on or after June 19, 2020 if no authorization is approved.**

To request a prior authorization, you may use one of the following methods:

- Online: <https://www.availity.com>*
- Fax: **866-495-1981**

Behavioral health exception

Simply and CHA will continue to waive prior authorization requirements and services limits (frequency and duration) for covered behavioral health services. This includes community behavioral health services, inpatient behavioral health services and targeted case management services. Simply will continue this flexibility until further notice.

* Availity, LLC is an independent company providing administrative support services on behalf of Simply Healthcare Plans, Inc.

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

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