

Update: Post-Hurricane Ian Notice – Medicare

This communication applies to the Medicare Advantage program for Simply Healthcare Plans, Inc. (Simply).

The purpose of this alert is to provide an update to the previous provider alert issued on September 28, 2022, regarding Hurricane Ian. Simply will continue normal business operations to assist our members and providers in resolving any issues related to Hurricane Ian.

Medicare Advantage

The following flexibilities/waivers offered to providers in the alert issued on September 28, 2022, **expire** on Monday, October 17, 2022.

- Prior authorizations waivers/flexibilities
 - *“Effective September 27, 2022, we have waived prior authorization requirements for covered and critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, insulin/insulin administration, DME, hospital services, nursing facility services, and chemotherapy until such time that we communicate a change back to normal processes. For further details, please contact our Provider Services lines.”*
 - *“We will not deny an inpatient facility for late submission of clinical information and will accept verbal concurrent reviews until such time that we communicate a change back to normal processes.”*

If you have any questions, please contact Provider Services at:

- Medicare Advantage: **844-405-4297**
- IngenioRx* Pharmacy Help Desk: **833-235-2030**

* IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Simply Healthcare Plans, Inc.

<https://provider.simplyhealthcareplans.com>

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.