

## Hurricane Ian — authorization waivers and pharmacy updates

*This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) and the Medicare Advantage program for Simply.*

**Background:** Due to Hurricane Ian, the Governor of Florida has issued a state of emergency for all counties under **Executive Order 22-219**. 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 our members continue to receive the same quality of care during this time. We are committed to assisting our providers and members in resolving any issues related to Hurricane Ian.

### Prior authorizations — Simply (Medicaid), CHA, long-term care (LTC), FHK

- Effective September 27, 2022, we have waived prior authorization requirements for in-network and out-of-network critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, insulin/insulin administration, durable medical equipment (DME), private duty nursing, 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 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.*
- 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.

### Prior authorizations — Medicare Advantage

- Effective September 27, 2022, we have waived prior authorization requirements for in-network and out-of-network 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 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.
- 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.

### Pharmacy — Simply (Medicaid), CHA, LTC, FHK

Effective September 23, 2022, through November 22, 2022, the following actions are being taken by the Pharmacy team to ensure member access to medications is not disrupted:

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

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

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.

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.

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.

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- Simply and CHA have implemented the Emergency Refill Too Soon (RTS) procedures for health plan members. We have enabled the ability to override the RTS edit at the pharmacy point of sale.

**Note:** In order to receive an early refill, members must have a refill on file. If there is no refill on file, the pharmacy will contact the provider in order to obtain one.

Submission Clarification Code 13 should be used to process claims only for these members through November 22, 2022. This date may be extended to comply with extensions to the Governor's original executive order. Please process claims using the following information:

BIN	020107
PCN:	CH
RxGroup:	WK3A

Pharmacies should contact the IngenioRx\* Pharmacy Help Desk for additional assistance in overriding RTS rejects.

### Pharmacy — Medicare Advantage

Effective September 23, 2022, through November 22, 2022, the following actions are being taken by the Pharmacy team to ensure member access to medications is not disrupted:

- Simply has implemented the RTS procedures for Medicare Advantage members. We have enabled the ability to override the RTS edit at the pharmacy point of sale.

**Note:** In order to receive an early refill, members must have a refill on file. If there is no refill on file, the pharmacy will contact the provider in order to obtain one.

This override code should be used to process claims only for these members through November 22, 2022. This date may be extended to comply with extensions to the Governor's original executive order. Please process claims using the following information:

BIN	020115
PCN:	IS
RxGroup:	WM2A

Pharmacies should contact the IngenioRx Pharmacy Help Desk for additional assistance in overriding RTS rejects.

### Contact us

#### Member Services:

- Medicare Advantage — Simply: **877-577-0115 (TTY 711)**
- Medicaid — Simply and CHA: **844-406-2396 (TTY 711)**
- FHK — Simply: **844-405-4298 (TTY 711)**
- LTC and 24/7 NurseLine: **877-440-3738**
- 24-Hour Behavioral Health Crisis Line: **800-221-5487**

#### Provider Services:

- Medicaid and FHK — Simply and CHA: **844-405-4296**
- Medicare Advantage — Simply: **844-405-4297**
- LTC: **877-440-3738**
- IngenioRx Pharmacy Help Desk: **833-235-2030**

**Additional information/resources**

<b>Office of the Governor</b>	<a href="https://www.flgov.com">https://www.flgov.com</a>
<b>Department of Health</b>	<a href="http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html">http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html</a>
<b>American Red Cross</b>	<a href="https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html">https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html</a>
<b>Agency for Health Care Administration</b>	<a href="https://ahca.myflorida.com/prepare">https://ahca.myflorida.com/prepare</a>
<b>Florida Division of Emergency Management</b>	<a href="https://www.floridadisaster.org">https://www.floridadisaster.org</a>
<b>Florida Division of Emergency Management — shelters</b>	<a href="https://www.floridadisaster.org/shelter-status">https://www.floridadisaster.org/shelter-status</a>