



Medicare Advantage

Provider Bulletin

September 2023

Hurricane Idalia – Authorization requirements for designated State of Emergency areas (UPDATED September 1st, 2023)

This communication applies to the Medicare Advantage programs for Freedom Health, Inc. and Optimum Healthcare, Inc.

The purpose of this alert is to provide an update to the previous provider alert issued on August 29, 2023, regarding Hurricane Idalia. Freedom and Optimum will continue normal business operations to assist our members and providers in resolving any issues related to Hurricane Idalia.

The below listed flexibilities/waivers offered to providers in the alert issued on August 29, 2023, **expire** on Monday, September 4, 2023.

Due to Hurricane Idalia, the Governor of Florida has issued a state of emergency for 49 counties under Executive order 23-117. Please visit www.flgov.com/2023-executive-order for a list of impacted counties.

Prior authorizations – Medicare Advantage

- Effective August 29, 2023, for any designated State of Emergency county, 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, skilled nursing facility services, and chemotherapy until such time that we communicate a change back to normal processes.
- We respectfully request notification of SNF/Inpatient admissions within 24 hours so that we may assist our provider, facilities, and members in coordinating any post-discharge services, including transportation or transfers. Inpatient Rehab and LTAC continue to require prior authorization.
- We will not deny a continued inpatient facility stay for late submission of clinical information and will accept verbal concurrent reviews until such time that we communicate a change back to normal processes.
- For further information please contact your Provider Services Representative.

Thank you,

Provider Relations Department