



July 15, 2020

Fellow physicians and healthcare professionals,

We have been monitoring the uptick of COVID-19 cases in the state of Florida and are working to keep your patients safe and support you in their care. Many of you have reached out to us with ways we can help you expedite transitions of care and expand capacity to treat.

In response, CarePlus is suspending authorization requirements for **Skilled Nursing Facility (SNF), Home Health and Long-term Acute Care (LTACs) for non-COVID related diagnoses** through July 31, 2020.

Please provide notification of admission within 24 hours to allow us to track our members' progress and provide assistance with discharge planning. This suspension applies to participating, in-network providers only (requesting and/or treating providers).

Important details:

- The authorization suspension applies to dates of service occurring on **July 7 through July 31, 2020**.
- This suspension applies to participating/in-network providers only (requesting and/or treating providers) and is statewide.
- We will continue doing concurrent review for length of stay and appropriate level of care, including discharge planning for SNF, Home Health and LTAC. Please submit your concurrent reviews as you do today.
- Please continue to provide notification of admission within 24 hours to allow us to track our members' progress.
- **All other non-COVID-related services requiring prior authorization per CarePlus policy will require prior authorization and are NOT included in the authorization suspension process.**
 - Behavioral health and transplant authorization requirements will continue to be in effect.

Please note: We will continue to suspend all medical authorizations and referrals for COVID-related diagnoses for both in-network/participating and out-of-network/non-participating providers.

We are grateful for our partnership with our providers, and local and state governments, particularly during this difficult time. CarePlus leaders will continue to consider the unique challenges the state faces, monitor service volumes and the progression of COVID-19, and update you on policies and processes that affect your organizations as this public health crisis evolves. If you have additional questions about these new procedures, please contact your designated Provider Services Executive or call our Provider Operations inquiry line at 1-866-220-5448, Monday through Friday from 8:00 a.m. to 5:00 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "Madeleine Rodriguez-Alonso".

Madeleine Rodriguez-Alonso, MD
Regional VP, Health Services
Chief Medical Officer

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