



August 12, 2020

Fellow physicians and healthcare professionals:

I would like to take a moment to pause and thank you for the expert care you are delivering every day to your communities during this crisis. As we continue to monitor the status of COVID-19 cases and review procedure data in Florida, CarePlus plans to **reinstate authorization requirements for Skilled Nursing Facility (SNF), Home Health and Long-term Acute Care (LTACs).**

We recognize that reinstating authorizations and referrals will require process changes, and are providing advanced notice so you can prepare for this change. **We will reinstate authorizations and referrals for all required services per CarePlus policy with a date of discharge on or after Aug. 19, 2020.**

This return to our standard authorization policy applies to participating/in-network and non-participating/out-of-network providers. You will need to submit supporting documentation for your authorization request and can expect responses to be provided in normal processing timeframes; please plan accordingly.

As we resume regular utilization management processes, there will continue to be key exceptions for authorization and referral requirements:

- 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 any 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*