

Community Care Plan
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Facsimile

To: **From:** "Perez, Hector" <hperez@ccpcares.org>
Company: **Date:** 03/18/20 09:22:28 AM
Fax Number: 8558347315 **Pages (Including cover):** 4
Re: PROVIDER NOTICE - COVID-19

Notes:

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MMA ONLY

Provider Notice

TO: All Community Care Plan Providers & Office Managers

DATE: March 18, 2020

SUBJECT: State of Emergency Related to Coronavirus (COVID-19)

Now that COVID-19 has reached South Florida and a State of Emergency has been declared, Community Care Plan (CCP) would like to take this opportunity to update our participating providers regarding several interim operational procedures effective immediately for CCPs Medicaid (MMA) line of business.

Prior Authorization Requirements

In an effort to reduce the administrative burden on participating CCP providers, CCP is waiving prior authorization for medically necessary physician and hospital services, advanced practice registered nursing services, physician assistant services, home health services, and durable medical equipment and supplies. This will allow providers to redeploy resources used to complete these functions, as needed.

In addition to the services listed above, CCP is waiving prior authorization requirements for all services (except pharmacy services) necessary to appropriately evaluate and treat CCP MMA and FHK enrollees diagnosed with COVID-19.

Limits on Services

- CCP will waive limits on services (specifically related to frequency, duration, and scope) that need to be exceeded in order to maintain the health and safety of CCP enrollees diagnosed with COVID-19 or when it is necessary to maintain an enrollee safely in their home. Examples of services include the 45-day hospital inpatient limit, home health services, durable medical equipment, in-home physician visits, etc.
- CCP is lifting all limits on early prescription refills during the state of emergency for maintenance medications, except for controlled substances. The edits prohibiting early prescription refills will



remain lifted until further direction is provided by AHCA. This will assist CCP enrollees who may need to be self-quarantined for a period of time.

- CCP will reimburse for a 90-day supply of maintenance prescriptions when available at the pharmacy. CCP enrollees must request that the pharmacy dispense a 90-day supply. In addition, CCP is waiving any limits on mail order delivery of maintenance prescriptions.

Co-payments

CCP's Medicaid (MMA) line of business do not include enrollee responsibility (co-pays).

Appeals and Fair Hearings

If needed, CCP enrollees impacted by COVID-19 will be provided additional time to submit an appeal or request a fair hearing. CCP would limit use of this flexibility to those instances where a CCP enrollee is continuing to receive services pending the outcome of the hearing.

In-person Provider Site Visits

In order to reduce community-spread of the virus, CCP will be postponing in-person provider-site visit requirements (e.g., enrollment, credentialing, etc.) until further notice. Your assigned Provider Operations Representative will be contacting you to schedule a site-visit via WebEx or telephonically at a mutually convenient time.

Preadmission Screening and Resident Reviews

All Preadmission Screening and Resident Review (PASRR) processes may be postponed until further notice by CCP.

Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements

Reimbursement of Telemedicine/Telehealth services?

CCP's Medicaid line of business reimburse for telemedicine/telehealth services that use interactive telecommunication equipment such as, at a minimum, audio and video equipment that permit two-way, real time, interactive communication between the patient and practitioner.

PCPs must include modifier GT on the CMS-1500 claim form.

Example: 99213 GT



Telemedicine/telehealth services must also be documented appropriately in the member's medical record. Medical records for services provided via telemedicine/telehealth will be reviewed against the telemedicine/telehealth claims to ensure that the services rendered are documented to:

- The same standard used for in-person services;
- Ensure the member's choice to receive services via telemedicine/telehealth is documented;
- Ensure that appropriate measures are taken by the provider to have the appropriate telecommunication equipment and technical safeguards in place; and
- Ensure the authenticity and security of the information received and how that information is used.

Should you have any questions or concerns, please call our Provider Operations Hotline at 1-855-819-9506 or email CCP.Provider@ccpcare.org.

Thank you for your patience and cooperation in working with us to keep our community healthy and safe!