



FHK ONLY

Provider Notice

TO: All Community Care Plan Providers & Office Managers

DATE: September 28, 2020

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

As we continue to deal with the COVID-19 State of Emergency in South Florida, Community Care Plan (CCP) would like to update its participating providers regarding several interim operational procedures that will **continue to be in effect through October 31, 2020** for CCPs Florida Healthy Kids (FHK) lines of business. CCP has made this decision as an effort to reduce/eliminate the administrative burden on you and your staff and facilitate our members have access to care during this very difficult time. CCP will continue to monitor the effects of the pandemic to our community, our members and provider network. CCP will notify you when we reinstate our operational procedures.

Prior Authorization Requirements

In an effort to reduce the administrative burden on participating providers of CCP, CCP is waiving prior authorization for medically necessary physician & hospital services, advanced practice registered nursing services, physician assistant services, telehealth, 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 FHK enrollees diagnosed with COVID-19.

Limits on Services

- CCP is lifting all limits on early prescription refills during the state of emergency for maintenance medications, except for controlled substances. 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 is waiving co-payment requirements for Emergency Room Visits, Inpatient Care, Urgent Care Centers, hospital services, telehealth, durable medical equipment and supplies for the FHK line of business.

As a general reminder, CCP's policy includes zero copayments for all primary care provider visits to ensure CCP's enrollees have access to their PCPs for any medical care.

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 in the not too distant future to schedule a Site-Visit via WebEx or telephonically at a mutually convenient time.

Reimbursement of Telemedicine/Telehealth services?

CCP's Florida Healthy Kids lines of business reimburses 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!