



# MMA ONLY

## Provider Notice

**TO:** All Community Care Plan Providers & Office Managers

**DATE:** June 15, 2020

**SUBJECT:** **Prior Authorization Reinstatement – MMA ONLY**

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The Agency for Health Care Administration (Agency) has enacted provider flexibilities to help respond to the 2019 novel coronavirus (COVID-19).

Consistent with Phase 2 of Governor Ron DeSantis' *Plan for Florida's Recovery*, Community Care Plan will reinstate its prior authorization policy for the following Florida Medicaid services that were waived in response to COVID-19:

- Hospital services – including long-term care hospitals
- Nursing facility services
- Physician services
- Advanced practice registered nursing services
- Physician assistant services
- Home health services
- Ambulance transportation
- Durable medical equipment and supplies

The change is effective for dates of service on or after June 19, 2020 when Community Care Plan will require prior authorizations for services listed for all MMA enrollees.

### **Behavioral Health**

Per AHCA's guidelines, Community Care Plan will continue to waive prior authorization requirements and services limits (frequency and duration) for Medicaid-covered behavioral health services including: community behavioral health services, inpatient behavioral health services, and targeted case management. Community Care Plan will continue to follow AHCA's guidelines until further notice.



### **PlanLink**

Providers who are registered to use Community Care Plan's Web Portal, should resume using PlanLink for authorization requests, viewing authorization status, confirming member eligibility and obtaining claim status. Providers can reach out to Community Care Plan's PlanLink team at: [PlanLink@ccpcare.org](mailto:PlanLink@ccpcare.org) to get more information and request access. Until PlanLink access has been granted, providers may fax the request to 844-870-0159. The authorization request form can be downloaded from the Community Care Plan website.

### **DME and Home Health**

Except for exclusions outlined in the MMA Provider Handbook, which is available on the Community Care Plan website, all durable medical equipment and supplies and home health services must be submitted to Coastal Care Services. Coastal Care's Provider services line is 833-204-4535.

### **Therapy**

All speech, physical and occupational therapy services must be submitted to Health Network One (HN1). HN1's Provider services line is 888-550-8800.

### **Community Care Website:**

The MMA Provider handbook, authorization forms and COVID-19 updates are available on the Community Care Plan website: <https://www.ccpcare.org/providers/providers-for-mma/provider-services>.

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