



## **MOLINA HEALTHCARE PROVIDER NOTIFICATION**

### **COVID-19**

**\*\*\*\*UPDATED 04/01/2020\*\*\*\***

In response to the COVID-19 Coronavirus, Molina Healthcare of Florida will be implementing the following measures:

#### **Prior Authorization Requirements**

In compliance with State Policy, Prior Authorization requirements will be lifted for Medically Necessary services provided by: ***Hospitals, Home Health Agencies, Durable Medical Equipment and Suppliers, Physicians, ARNPs, PA's, Skilled Nursing Facilities, and Long-Term Acute Care Hospitals*** for ***MMA, Long-Term Care and Comprehensive (MMA/LTC) members only*** until further notice. <Effective April 1, 2020>

Prior Authorization requirements will be lifted for ***all Medically Necessary services related to the evaluation and treatment of COVID-19 provided by ALL providers***, for ***MMA, Long-Term Care and Comprehensive (MMA/LTC) members only*** until further notice. <Effective April 1, 2020>

Please be advised that the above update does not apply to Prior Authorization requirements for the Marketplace and Medicare lines of business. The requirements for these lines of business will follow standard PA Guidelines, which can be found at: [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

Any elective procedures that may have already been prior approved by Molina Healthcare must be postponed, in accordance with Executive Order 20-72. Molina Healthcare will extend the approval period for affected authorizations for at least six months.

Referral requirements to participating Specialists will also be lifted.

#### **COVID-19 Testing**

Molina will waive co-pays and cost share for the diagnostic laboratory test for COVID-19 until further notice. Molina will waive the member costs associated with this diagnostic testing for COVID-19 at any authorized location for all Lines of Business. No Prior Authorization is needed for this testing.

- Providers should not send patients to any LabCorp or Quest location to have a specimen collected. Instead, specimens are to be collected at healthcare facilities, such as hospitals and physician offices, and sent to Quest or LabCorp using standard procedures.
- Molina already covers the physician visit or hospital stay where the specimen is collected.
- Providers should follow CDC billing guidelines for COVID-19 related services.

If you have questions, please contact Molina Healthcare at: 855-322-4076

Thank you for your continued care to our members!

Molina Healthcare of Florida

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### **Claims Submission Information**

Providers are encouraged to bill Molina via the Provider Web Portal whenever possible, or may also submit paper claims to the address(es) below:

**Medicaid and Marketplace claims address:**

**Molina Healthcare of Florida**

**PO Box 22812**

**Long Beach, CA 90801**

**Medicare claims address:**

**Molina Healthcare of Florida**

**PO Box 22811**

**Long Beach, CA 90801**

For non-participating providers please submit your most current W9 Form with your claim. The W9 form can be obtained at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>.

### **Prescriptions & Refills**

Prescription refill timing will be relaxed to allow members early refills as necessary up to a 30-Days supply. Molina will allow up to 90-day prescription supplies for MFL Marketplace members and Medicaid members for maintenance prescriptions upon member request.

All CVS Pharmacies are set up for mail delivery. We are offering free 1-2 day delivery for all prescriptions and other essential goods to help combat coronavirus. Please see below link:

<https://www.cvs.com/content/delivery?icid=cvb-home-hero2-rx-delivery>

### **Transportation**

Members who have tested positive, has presumptively tested positive, or is suspected of being infected with COVID-19 must be transported via ambulance only. No Prior Authorization is required.

Non-Emergency Transportation brokers and providers need to take the following steps to ensure their vehicles are safe for patient transport:

- Ensure all drivers are trained on COVID-19 precautions
- Avoid carpooling multiple (i.e., two or more) unrelated recipients
- Use disinfecting cleaners to wipe down surfaces and door handles after every trip
- Wear gloves when cleaning, whenever possible
- Ventilate vehicles following each trip by opening all doors

For non-emergency transportation related issues, please contact Access2Care Transportation at:

- MMA/LTC Members: (888) 298-4781
- Medicare Members: (888) 276-4781

If you have questions, please contact Molina Healthcare at: 855-322-4076

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### **Electronic Visit Verification (EVV)**

**In compliance with State Policy, during this state of emergency, the Molina Healthcare will not require providers to submit claims through the EVV system.** Providers can continue to submit claims through the EVV system but are not required to do so. Providers must, however, continue to verify the delivery of services (checking in at the start of a visit and checking out at its conclusion) using EVV technology, to the fullest extent possible.

### **Provider Enrollment**

Florida Medicaid will pay for Medically Necessary services provided to recipients diagnosed with COVID-19, regardless of whether the provider is located in-state or out-of-state. To be reimbursed for services rendered to eligible Florida Medicaid recipients, providers not already enrolled in Florida Medicaid (out-of-state or in-state) must complete a provisional (temporary) enrollment application. The process for provisional provider enrollment will be located at <http://www.mymedicaid-florida.com> by Thursday, March 19, 2020. For non-participating providers please submit your most current W9 Form with your claim. The W9 form can be obtained at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>.

### **Adult Day Care – Extended Services**

Authorizations have been temporarily lifted, and until further notice; the Adult Day Care Centers are eligible to render additional LTC services (as specified below and authorized by Molina Health Care, Inc).

- List of Adult Day Care – Extended Services:
  - **Adult Companion**
  - **Attendant Care**
  - **Home Delivered Meals**
  - **Intermittent and Skilled Nursing**
  - **Medication Administration**
  - **Medication Management**
  - **Personal Care**
  - **Respite Care**

ADCs providing any of the above extended services are required to notify Molina Healthcare Services Department via email at - [mfl-ltc-solutions@molinahealthcare.com](mailto:mfl-ltc-solutions@molinahealthcare.com) and include the following:

- Adult Day Care – Business Name, Tax ID Number, and NPI
- List of extended services being performed by your facility

If you have questions, please contact Molina Healthcare at: 855-322-4076  
Thank you for your continued care to our members!  
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**If MFL Providers need further assistance:**

Please call Molina's toll-free number at (855) 322-4076 to reach a Customer Service representative, for any service-related issues and/or in the event continued care is necessary.

For Behavioral Health related issues, please contact Beacon Health Options at (855) 371-3945.

For Outpatient Therapy related issues, (**MMA, MP, MCR, Comprehensive members <MMA & LTC>**) please contact American Therapy Administrators (ATA-HN1) at (888) 550-8800. For **Long-Term Care members** contact Molina Healthcare.

For Home Health, Home Infusion & DME related issues, (**MMA, MP, and MCR members**) please contact Coastal Care Services at (855) 481-0505. For **Long-Term Care and Comprehensive members** contact Molina Healthcare.

Please take the necessary precautions to ensure that you, your staff, and patients remain healthy and help us remain vigilant to curb the spread of this virus.

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