



## **MOLINA HEALTHCARE PROVIDER NOTIFICATION**

### **COVID-19**

**\*\*\*\*UPDATED 06/12/2020\*\*\*\***

The Agency for Health Care Administration (Agency) previously required managed care plans to establish certain provider flexibilities to help respond to the 2019 novel coronavirus (COVID-19). As the State commences with the reopening, the purpose of this communication is to advise of the details on the reinstatement of prior authorization for certain Medicaid-covered services.

Consistent with **Phase 2** of Governor Ron DeSantis' *Plan for Florida's Recovery*, Molina Healthcare **will reinstate prior authorization requirements** for the following Medicaid services that were previously waived in response to COVID-19 (see Policy Transmittal: 2020-15):

- 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; and
- Durable Medical Equipment and Supplies.

**This change is effective for dates of service on or after June 19, 2020**, when prior authorization is required for the service. For inpatient hospital services, Molina Healthcare will reinstate prior authorization requirements for admissions occurring on or after June 19, 2020.

Please feel free to review Molina Healthcare's Prior Authorization Guidelines found at:

[www.molinahealthcare.com](http://www.molinahealthcare.com)

- ***I'm a Healthcare Professional***
- ***Frequently Used Forms***

#### **Behavioral Health Exception**

Molina Healthcare **will continue to waive prior authorization requirements and services limits (frequency and duration) for behavioral health services covered under the Medicaid program.** This includes community behavioral health services, inpatient behavioral health services, and targeted case management services. Molina Healthcare will continue this flexibility until further notice.

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



**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 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.