



MOLINA HEALTHCARE PROVIDER NOTIFICATION

COVID-19

******UPDATED 07/14/2020******

The Agency for Health Care Administration is committed to ensuring that Medicaid recipients diagnosed with the 2019 novel coronavirus (COVID-19) receive all the care needed to address their symptoms. To facilitate prompt hospital discharges and to ensure adequate inpatient hospital capacity in response to COVID-19, and in coordination with AHCA, Molina Healthcare is waiving service authorization requirements prior to admission for hospital transfers, including:

- Inter-facility transfers:
- Transfers to a Long-Term Care Hospital; and
- Transfers to a Nursing Facility.

These provisions apply to enrollees being transferred from a hospital regardless of diagnosis (i.e., COVID-19 and non-COVID-19 patients). Molina will continue this flexibility until further notice.

Please note: Services requested must be a covered benefit **and must be deemed medically necessary.*

Statewide Medicaid Managed Care

- The waiver of prior authorization applies whether the receiving facility is a participating provider or non-participating provider with Molina Healthcare.
- Molina Healthcare will require the receiving facility to send notification of the admission within forty-eight (48) hours of the admission. At that point, Molina may request additional clinical information to begin **concurrent/continued stay reviews** to facilitate care coordination and discharge planning.
- In no way will Molina enact barriers to prevent or delay members from being transferred or discharged from hospitals in a timely manner.

Fee-for-Service Delivery System

- For inter-facility hospital transfers (hospital to hospital), the receiving hospital facility will need to request a simple, administrative prior authorization through



[eQHealth Solutions](#) to ensure streamlined reimbursement. Clinical reviews will not take place at this time.

In addition, to facilitate non-emergency transportation services that may be needed to aid in these transfers, Molina Healthcare will waive prior authorization requirements for non-emergency ambulance transportation services for hospital transfer scenarios as described above.

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.