

**To: AmeriHealth Caritas Florida Providers**

**Date: December 2, 2022**

**Subject: Important Update About Tropical Storm Nicole**

This notice is an update to the attached Tropical Storm Nicole notification provided on November 9, 2022.

The following flexibilities in response to Hurricane Nicole, **will expire November 30, 2022**:

- Waiver of prior authorization requirements for critical Medicaid services.
- Waiver of service limitations to ensure a recipient requiring critical Medicaid services during the storm receives such care.
- Temporary postponement of the Preadmission Screening and Resident Review processes.

The following flexibilities **remain in place until further notice**:

- Early prescription refill edits have been lifted for all maintenance medications (this does not apply to controlled substances).

If you need additional assistance, please call AmeriHealth Caritas Florida's Provider Services at **1-800-617-5727**.

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**To: AmeriHealth Caritas Florida Providers**

**Date: November 9, 2022**

**Subject: Important Information About Tropical Storm Nicole**

Governor Ron DeSantis issued Executive Order (EO) [22-253 \[flgov.com\]](#) (Emergency Management – Subtropical Storm Nicole) for 34 counties.

All AmeriHealth Caritas Florida (ACFL) counties in Region 9 and one county in Region 11 are included. A state of emergency has been declared in Brevard, Broward, Charlotte, Citrus, Clay, Collier, DeSoto, Duval, Flagler, Glades, Hardee, Hendry, Highlands, Hillsborough, Indian River, Lake, Lee, Manatee, Martin, Miami-Dade, Nassau, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, and Volusia Counties.

Providers, please notify us of any practice closures or move to telehealth visits due to the impact of the storm by contacting your AmeriHealth Caritas Florida Account Executive or emailing [pnm\\_inquiries@amerihealthcaritasfl.com](mailto:pnm_inquiries@amerihealthcaritasfl.com).

Please continue providing services:

- The Agency will waive all prior authorization requirements for critical Medicaid services beginning November 9, 2022, until further notice.
  - Early prescription refill edits have been lifted for all maintenance medications (this does not apply to controlled substances).
- If a recipient requires critical Medicaid services beyond limits stated in policy in order to maintain safety and health, providers can furnish the service.
- All Preadmission Screening and Resident Review (PASRR) processes are postponed until further notice by the Agency.
  - Retroactively performed screenings or resident reviews must document the reason for delay in the completion of PASRR requirements.
  - The PASRR process is waived for recipients who are evacuated due to an evacuation order or power outage and are admitted and discharged during the storm.

Additional information for providers is located on the Agency website, <http://www.ahca.myflorida.com/>; click the Hurricane banner at the top of the page for more information.

If you need additional assistance, please call AmeriHealth Caritas Florida's Provider Services at **1-800-617-5727**.