

## **Hurricane Michael exception information**

The following information is to assist providers who rendered services to a Florida Medicaid recipient during the State of Emergency for Hurricane Michael. Please review the following information.

The State of Florida Agency for Health Care Administration (AHCA) is defining the *disaster grace period* for Hurricane Michael as 3:05 p.m. on October 7, 2018, through 11:59 p.m. on October 21, 2018, and this applies to services:

- Without any form of authorization.
- Without regard to whether such services are provided by a participating or nonparticipating provider.
- Without regard to service limitations.

### **For nonparticipating providers and out-of-state providers**

Amerigroup will ensure that providers not known to Florida Medicaid (providers without a Medicaid ID number) who rendered services during the disaster grace period must complete the Agency's provisional (temporary) enrollment process to obtain a provider identification number:

- Florida Medicaid enrollment —  
[http://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_Enrollment/Provider\\_Enrollment\\_EnrollmentForms/tabId/58/Default.aspx](http://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Enrollment/Provider_Enrollment_EnrollmentForms/tabId/58/Default.aspx)
- Florida Medicaid Out-of-State Provider Application Form —  
[http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/PUBLIC%20MISC%20FILES/OS\\_App.pdf](http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/PUBLIC%20MISC%20FILES/OS_App.pdf)

Amerigroup will reimburse nonparticipating providers at the rates established in the applicable Medicaid fee schedules incorporated by reference in Rule 59G-4.002, F.A.C. and the provider reimbursement rates/reimbursement methodologies published on the Agency's webpage for services rendered to the enrollee during the disaster grace period.

### **Authorization information**

Amerigroup will reimburse for services furnished outside of the disaster grace period without prior authorization and without regard to service limitations or whether such services are provided by a participating provider in those instances where the provider and/or enrollee could not adhere to the policy requirements because of storm-related impacts.

Services provided **before** the disaster grace period qualifying under this provision must be due to early evacuations in parts of the state that resulted in the enrollee receiving care in a different region or out-of-state.

Amerigroup will continue to follow the State of Emergency rules outlined in s. 252.358, F.S., governing the suspension of early prescription refill edits. Members who are affected can fill existing prescriptions early (one time, up to a 90-day refill) until further notice or when the governor declares an end to the State of Emergency. Early refills don't include controlled substances.

**Claims submission information**

Submit claims on original claim forms (*CMS-1500* or *CMS-1450*) printed with dropout red ink. Claims must be typed and not handwritten in large, dark font. American Medical Association- and CMS-approved modifiers must be used appropriately based on the type of service and procedure code. Mail to:

Claims Department  
Amerigroup  
P.O. Box 61010  
Virginia Beach, VA 23466-1020

For electronic claims submission, please use the following trading partner IDs:

- Availity: Payor ID 26375
- Emdeon: Payor ID 27514
- Capario: Payer ID 28804

Amerigroup will conduct regular reporting to ensure that Hurricane Michael exception claims are being processed accordingly to the AHCA guidelines.

**Additional provider information and guidelines for Hurricane Michael:**

[https://ahca.myflorida.com/MCHQ/Emergency\\_Activities/michael\\_2018.shtml](https://ahca.myflorida.com/MCHQ/Emergency_Activities/michael_2018.shtml)

**Contact us**

Provider Services: 1-800-454-3730

- Claims inquiry line
- Case management services
- Provider Relations

**FAQ****To whom does this process apply?**

This applies to any provider that provided services to Medicaid recipients during the Hurricane Michael State of Emergency.

**What are the applicable dates of service?**

The dates of service are between October 7, 2018, and October 21, 2018.

**What if I do not have a Medicaid ID?**

Please refer to our bulletin on *Obtaining a Provisional Medicaid ID #* for guidance on how to apply for a number.

**Do I need to submit supporting documentation?**

Any required documentation will be requested at the point of claims processing.

**How will I be reimbursed?**

Payments will be issued based on contractual agreements and/or *Medicaid Fee Schedule*.

**Whom do I contact for any questions?**

You may contact Provider Services at 1-800-454-3730 or 1-877-440-3738 for Statewide Medicaid Managed Care Long-Term Care.