

Sunshine Health's Provider Protocols

RE: Disaster Grace Period Process: Hurricane Irma

Purpose

The purpose of this policy is to provide direction pertaining to Sunshine Health's continuity and payment of services during and outside of the disaster grace period for Hurricane Irma.

Lines of Business Impacted

- Child Welfare
- Long Term Care
- Medicaid

Definitions

- Section 252.34, Florida Statutes, defines a disaster as: "[A]ny natural, technological, or civil emergency that causes damage of sufficient severity and magnitude to result in a declaration of a state of emergency by a country, the Governor, or the President of the United States.

During Disaster Grace Period

Sunshine Health will reimburse for services furnished within 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 comply with policy requirements because of storm-related impacts.

During the disaster period, September 7 through September 21, 2017, the following shall apply:

- Authorizations
 - Services will be approved without any form of authorization.
- Unit/Service limitations
 - Limitations will be suspended during the Disaster Grace Period.

Outside of the Disaster Grace Period

Effective September 22, Sunshine Health will apply standard Policies & Procedures with the following exceptions:

- Prescriptions Refills
 - Sunshine Health continues to comply with s.252.358, F.S., governing the suspension of early refill edits.

- If an early refill is required, please call the CVS/Caremark help desk 24/7/365 at 800-311-0539 for approval.
- Durable Medical Equipment and Supply (DME) and Home Health Authorizations
 - From September 22, 2017 through September 30, 2017, Sunshine Health will process all new DME and home health authorization requests in an expedited manner.
- Exception Process for Services Rendered
 - If a provider and/or member could not comply with Sunshine Health standard Policies & Procedures because of Hurricane Irma or it's impacts, the provider may avail herself/himself of an exceptions process for appropriate payment by calling 866-796-0530. Sunshine Health will work with any provider needing an exception.
 - Services provided BEFORE the disaster grace period must be attributable to early evacuations in parts of the state which resulted in the enrollee receiving care in a different region or out-of-state.

Providers not Known to Florida Medicaid that Rendered Services During the Disaster Grace Period

Providers without a Florida Medicaid ID that rendered services during the disaster grace period may refer to the [FL Medicaid Web Portal](#) to obtain a provisional provider identification number. You may also review [Emergent enrollment guidelines](#).

Requirements for Sunshine Health expedited enrollment is delineated below:

For Medicaid providers within the State of Florida that are not enrolled with Florida Medicaid, along with out-of-state providers who are providing services to our displaced Florida residents, Florida Medicaid is waiving the requirements to submit documentation showing the nature of the treatment, as well as other normally-required information. Until further notice, Florida Medicaid will accept claims with only the following requirements:

- A fully completed claim form containing the provider's active National Provider Identifier (NPI), along with the provider's SSN/FEIN;
- A signed [Florida Medicaid Provider Agreement \(MPA\)](#);
- A copy of the provider's professional license; and

Providers providing services to displaced Florida Medicaid recipients can email their claims, along with the required MPA, and a copy of professional license

Claims Payment Exception Process

Claims submission requirements will remain unchanged.

- For information pertaining to claim submission instructions, providers may refer to the [Provider Resources](#) section of the Sunshine Health website.

Contact Information For You

Sunshine Health has set up telephone and email contact information for the claims payment exceptions process for Hurricane Irma:

1-866-796-0530
TDD/TTY 1-800-955-8770

SunshineHealth.com

- Center_Escalation@centene.com
- [Via Phone @ 866-796-0530](tel:866-796-0530)

Please utilize this contact information should there be any instance where you believe Sunshine Health has not complied with the information included in this notice, so that we can investigate and resolve.