



March 19,2020

Re: COVID-19 State of Emergency: Medicaid Coverage of Services

On March 9, 2020, Governor Ron DeSantis issued Executive Order Number 20-52 declaring a state of emergency related to the 2019 novel coronavirus (COVID-19). During this state of emergency, 20/20 Eyecare Network will ensure that there are no gaps in care for our Medicaid enrollees.

Prior Authorization Requirements

20/20 shall waive initial and ongoing prior authorization requirements for physician services, physician assistant services, and durable medical equipment and supplies. This provision is applicable to all Medicaid managed care plan enrollees.

20/20 will abide by this directive.

Please refer to official diagnosis coding guidelines that have been published by the [Centers for Disease Control \(CDC\)](#).

Limits on Services

20/20 shall waive limits on medically necessary services (specifically related to frequency, duration, and scope) that need to be exceeded in order to maintain the health and safety of enrollees diagnosed with COVID-19 or when it is necessary to maintain an enrollee safely in their home

20/20 will abide by this directive.

Cost Sharing

20/20 shall waive co-payments for all services rendered during the state of emergency.

Appeals and Fair Hearings

If needed, enrollees impacted by COVID-19 will be given additional time to submit an appeal through 20/20 or request a fair hearing. In addition, the Agency has federal approval to temporarily delay scheduling of Medicaid fair hearings and issuing fair hearing decisions during the emergency period if there are workforce shortages. The Agency will limit use of this flexibility to those instances where the enrollee is continuing to receive services pending the outcome of the fair hearing

Provider Enrollment and Credentialing

20/20 shall ensure that enrollees impacted by COVID-19 are able to see non- participating providers if they are unable to access covered services from participating providers. 20/20 will ensure that providers (including out of state providers and providers not licensed in Florida) not known to

Florida Medicaid that rendered services during the state of emergency complete the Agency's provisional (temporary) enrollment process to obtain a provider identification number for services rendered to enrollees.

The Agency will make available the process for provisional provider enrollment at <http://www.mymedicaid-florida.com> by Thursday, March 19, 2020.

Provider Payment Provisions

20/20 has implemented a claims payment exceptions process for reimbursement of any medically necessary service furnished during the period of the state of emergency that normally would have required prior authorization, that were rendered by a non- participating provider, or that exceeded coverage limits for the service.

20/20's claims payment exception process is as follows:

- 1) Non-Participating providers must complete the temporary enrollment process and obtain a temporary provider identification number through <http://www.mymedicaid-florida.com> prior to submitting any claims for reimbursement through 20/20.
- 2) The claim must be submitted on a HCFA 1500 Form and it must be a clean claim for processing.
- 3) The medical record for the date of service must be submitted along with the HCFA 1500 form to confirm medical necessity
- 4) Claims must be mailed to:

20/20 Eyecare Network & 20/20 Hearing Network

2900 West Cypress Creek Road

Suite # 4

Fort. Lauderdale, FL 33309

Questions

Please contact the 20/20 Eyecare Network's Corporate Office by phone ***(954) 917-2337*** , fax ***(954) 917-2962*** or by e mail at kjimenez@2020eyecareplan.com for answers to any question or concerns you may have.

To report any issues regarding compliance or Fraud, Waste and Abuse via the 20/20 Network Anonymous Compliance Hotline at ***1(877) 343-4177***.