



COVID-19: Florida Medicaid Frequently Asked Questions

Purpose

The purpose of this document is to provide responses to questions that we are frequently receiving from Medicaid providers and other stakeholders. As additional questions are received related to COVID-19, and as additional guidance is provided, we will be updating this document. Please check back frequently for additional updates.

Telemedicine

1. Will AHCA allow telemedicine for delivery of medical and behavioral health services to my existing patients?

Yes. The Agency for Health Care Administration (Agency) covers telemedicine for medical and behavioral health services, including evaluation, diagnostic, and treatment services. In addition, the Agency is expanding coverage to include telephone communications for physicians and physician extenders. For details, please see the recently issued guidance on the provision of medical and behavioral health services through telemedicine during the state of emergency. A copy of the guidance published on March 18th may be found [here](#).

2. Will AHCA allow telemedicine for therapy services?

Yes. The Agency covers telemedicine for therapy services (occupational, speech, and physical therapy), including evaluation, diagnostic, and treatment services as long as services can be delivered in a manner that is consistent with the standard of care. For details, please see the recently issued guidance on the provision of therapy services through telemedicine during the state of emergency. A copy of the guidance published on March 20th may be found [here](#).

3. Will AHCA allow telemedicine for behavior analysis services?

Yes. The Agency covers behavior analysis services through telemedicine for the purpose of providing caregiver training during the state of emergency when providers are not able to deliver services because the center is closed (when care is delivered in a center and home-based care is not an option) or when services cannot be delivered in the home because the provider or recipient met one or more of the self-screening criteria developed by the Centers for Disease Control and the Department of Health. A copy of the guidance published on March 19th may be found [here](#).

4. I was told that the federal government has waived HIPAA compliance when providing services via telemedicine. Is that correct?

No. The Office of Civil Rights (OCR) issued guidance advising that they will relax enforcement of some HIPAA requirements in certain instances. However, within the same guidance, the OCR outlines the minimum requirements for compliance by health care providers. The guidance provided by the OCR on March 17, 2020 may be found [here](#).



Service Delivery

1. Does Florida Medicaid cover testing for COVID-19?

Yes. The Agency published guidance on March 13th that provides information on the reimbursement rates for the COVID-19 lab tests. You can find a copy of the alert [here](#).

2. I am an in-home provider of services. Can I continue to provide services in the home?

Yes, it is imperative that Medicaid recipients continue to receive prescribed services. Providers of in-home services should continue to deliver services in the home setting. Providers must take appropriate precautions as specified by the [CDC](#) and Florida [Department of Health](#) when interacting with patients and their families.

3. Will there be any changes to how Florida Medicaid's non-emergency transportation services are delivered?

Yes. The Agency has directed our contracted transportation brokers and the Medicaid health plans to avoid transporting multiple unrelated recipients in the same vehicle to reduce the spread of COVID-19. In addition, we have reinforced the sanitation standards that have been developed by the CDC to ensure drivers are taking all necessary precautions to reduce the spread of the virus.

4. I am a provider of services in the home and need access to personal protective equipment (PPE). Where can I find it?

The entire country is struggling with an extreme shortage of PPE, including masks. Please use your existing supply chain to order any needed masks and other PPE. The County Emergency Operations Center (EOC) is a resource to obtain necessary supplies in an emergency. Although counties do not have excess at this time, if you have not submitted a request already, you can submit a request to the County EOC which will help to inform statewide prioritization of supplies as they arrive in Florida.

Other

1. Has AHCA waived all prior authorization for services during this time?

The Agency has lifted prior authorization for certain critical services for all Medicaid recipients and has lifted prior authorization for all services if the recipient is diagnosed with COVID-19. Please refer to the guidance published by the Agency on March 18th for a list of service categories where the prior authorization requirement has been lifted. You can find the guidance [here](#).

2. Do the provider alerts apply to the health plans?

Yes, Florida Medicaid's provider alerts apply to health plans participating in the Statewide Medicaid Managed Care program, unless otherwise stated. We make every effort to denote in our alerts related to the COVID-19 state of emergency when a provision only applies to the fee-for-service delivery system.