



**Hurricane Michael Resource Guide for Providers**

apdcares.org • 1-866-273-2273

Updated 11/13/18

**Information subject to change; please check websites often for updates**

**General Info:** State Assistance Information Line (SAIL): 1-800-342-3557 / [FloridaDisaster.org](http://FloridaDisaster.org)

**Apply for Disaster Assistance from FEMA:** 1-800-621-3362 / TTY: 1-800-462-7585  
[DisasterAssistance.gov](http://DisasterAssistance.gov)

**Disaster Distress Helpline:** Call 1-800-985-5990 or text TalkWithUs to 66746  
 TTY: 1-800-846-8517 / Spanish-speakers: Text “Hablanos” to 66746

**Crisis Clean-up Hotline:** 1-800-451-1954

**Transitional Sheltering Assistance (TSA) Program:** 1-800-621-3362 / TTY: 1-800-462-7585  
 Bay, Gulf, and Jackson Counties Only

**County Emergency Management Directory:** [FloridaDisaster.org/counties](http://FloridaDisaster.org/counties)

**List of Open Pharmacies:** [RxOpen.org](http://RxOpen.org) (Medicare: Call your plan or 1-800-MEDICARE)

**Fraud Prevention:** If you suspect fraud related to Hurricane Michael, contact the National  
 Disaster Fraud Hotline at 866-720-5721 / TTY: 844-889-4357 or email [disaster@leo.gov](mailto:disaster@leo.gov).

**APD Recovery Toolkit:** [apdcares.org/news/toolkit.htm](http://apdcares.org/news/toolkit.htm)

**FEMA Direct Housing Assistance:** Learn about the program at <https://bit.ly/2DbVrhY>

**Operation Blue Roof:** Free temporary roof repairs are available through Operation Blue Roof in Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Leon, Liberty, Taylor, Wakulla, and Washington counties. To get more information about Operation Blue Roof or to find a location where Right of Entry (ROE) forms are being collected, call 1-888-ROOF-BLU (1-888-766-3258) or visit [usace.army.mil/BlueRoof](http://usace.army.mil/BlueRoof).

**Open Shelters:** [maps.redcross.org/website/maps/arc\\_shelters.html](http://maps.redcross.org/website/maps/arc_shelters.html)

**Bay County**

JR Arnold High School – 550 N. Alf Coleman Rd., Panama City Beach, FL 32407

**Applying for D-SNAP (Disaster Supplemental Nutrition Assistance Program)**

Counties	Pre-Register Online: <a href="http://MyFLFamilies.com">MyFLFamilies.com</a>	Telephone Interview Window	In-Person Visit Window
Holmes, Washington	11/8-11/18	11/10-11/13	11/14-11/18
Leon	11/8-11/18	11/10-11/13	11/14-11/19

## **Disaster Recovery Centers (DRCs)**

DRC #1 - Community One Stop  
318 Shadeville Hwy, Crawfordville, FL  
Wakulla County

DRC #2 - Carrabelle Public Library  
311 St. James Ave, Carrabelle, FL 32322  
Franklin County

DRC #3 - Jackson Co. Extension Office  
2737 Penn Ave, Marianna, FL 32448  
Jackson County

DRC #4 - Collins Main Library  
200 West Park Avenue, Tallahassee, FL 32301  
Leon County

DRC #5 - Holmes Co. Agricultural Center  
1169 US 90, Bonifay, FL 32425  
Holmes County

DRC #6 - Washington Co. Agricultural Center  
1424 W Jackson Ave, Chipley, FL 32428  
Washington County

DRC #7 - Old Gretna Elementary School  
706 MLK Jr Blvd, Gretna, FL 32332  
Gadsden County

DRC #8 - Veterans Memorial Park  
10405 NW Theo Jacobs Way, Bristol, FL  
32321  
Liberty County

DRC #9 - Port St. Joe Library  
110 Library Drive, Port St. Joe, FL 32456  
Gulf County

DRC #10 - Sam Atkins Park  
NW Silas Green Street, Blountstown, FL 32424  
Calhoun County

DRC #11 - Bay County Public Library  
898 W 11th Street, Panama City, FL 32401  
Bay County

DRC #12 Wewahitchka Town Hall  
211 Hwy 71, Wewahitchka, FL 32465  
Gulf County

DRC # 13 - John B. Gore Park  
530 Beulah Avenue, Callaway, FL 32404  
Bay County

## PROVIDER-SPECIFIC INFORMATION

- It's VERY IMPORTANT to apply for assistance from FEMA: [DisasterAssistance.gov](http://DisasterAssistance.gov) or 1-800-621-3362 / TTY: 1-800-462-7585
- [FloridaDisaster.biz](http://FloridaDisaster.biz) helps Florida businesses prepare for and recover from hurricanes and other disasters.
- **Disaster Recovery Jobs Portal:** Employers can find candidates, post jobs, and search labor market information at [disasterrecovery.employflorida.com](http://disasterrecovery.employflorida.com).
- The **Bridge Loan Program** supports businesses impacted by Hurricane Michael by providing short-term interest-free loans to small businesses that experienced physical or economic damage during the storm. The program bridges the gap between the time a major catastrophe hits and when a business has secured longer-term recovery resources, such as payments on insurance claims or federal disaster assistance. Apply by Dec. 7, 2018 at [floridadisasterloan.org](http://floridadisasterloan.org).
- Document all Service Provision to APD customers.
- Keep all receipts for possible reimbursement from the federal government or APD.
- If there are housing issues for residents of Bay, Gulf, and Jackson counties, seek a TSA voucher for a free hotel room from the Transitional Sheltering Assistance (TSA) Program: 1-800-621-3362 / TTY: 1-800-462-7585. For a list of participating hotels, visit [femaevachotels.com](http://femaevachotels.com).
- If you have issues you need help with resolving, contact APD's Annette Zeeb at 850-595-8307 or 850-595-8351 or via email at [Annette.Zeeb@apdcares.org](mailto:Annette.Zeeb@apdcares.org).
- To locate a nearby open emergency shelter, text SHELTER and your ZIP code to 43362.
- For help with lost assistive technology, visit [faast.org/hurricanerelief](http://faast.org/hurricanerelief).
- To learn about resources in your area, call 211 or (866) 728-8445 or visit [my211florida.org](http://my211florida.org).

## Community Action Agencies Serving Hurricane Michael Declared Counties

Declared County	Served By Community Action Agency	Address	City	Zip	Phone	Executive Director	Brick+Mortar Operational Status	Program Services Provided*
Bay	Bay County Council on Aging, Inc.	1116 Frankford Ave	Panama City	32401	850-769-3468	Elizabeth	Closed	LIHEAP/WAP
	Tri-County Community Action Agency	330 Highway 90 West	Bonifay	32425	850-547-3689	Joe Paul, Jr.	Open	CSBG
Calhoun	Capital Area Community Action Agency, Inc.	20859 Central Ave E., Room 308	Blounstown	32424	850-674-5067	Tim Center	Open	LIHEAP/WAP/CSBG
Franklin	Capital Area Community Action Agency, Inc.	192 14th Street, Suite 113	Apalachicola	32320	850-653-8057	Tim Center	Open	LIHEAP/WAP/CSBG
Gadsden	Capital Area Community Action Agency, Inc.	1140 West Clark Street	Quincy	32351	850-875-4250	Tim Center	Open	LIHEAP/WAP/CSBG
Gulf	Capital Area Community Action Agency, Inc.	522B First Street	Port St. Joe	32456	850-653-8057	Tim Center	Closed	LIHEAP/WAP/CSBG
Holmes	Tri-County Community Action Agency	330 Highway 90 West	Bonifay	32425	850-547-3689	Joe Paul, Jr.	Open	LIHEAP/CSBG
Jackson	Tri-County Community Action Agency	330 Highway 90 West	Bonifay	32425	850-547-3689	Joe Paul, Jr.	Closed	CSBG
	Jackson County Senior Citizens Organization,	2931 Optimist Drive	Marianna	32448	850-482-5028	Carolyn	Open	LIHEAP
Liberty	Capital Area Community Action Agency, Inc.	20859 Central Ave E., Room 308	Blounstown	32424	850-674-5067	Tim Center	Open	LIHEAP/WAP/CSBG
Taylor	Suwannee River Economic Council, Inc.	1171 Nobles Ferry Rd, NW, Bldg	Live Oak	32060	386-362-4115	Matthew	Open	LIHEAP/WAP/CSBG
Wakulla	Capital Area Community Action Agency, Inc.	3278 Crawfordville Highway, #G	Crawfordville	32327	850-926-3122	Tim Center	Open	LIHEAP/WAP/CSBG
Washington	Tri-County Community Action Agency	330 Highway 90 West	Bonifay	32425	850-547-3689	Joe Paul, Jr.	Open	LIHEAP/CSBG
	Community Action Program Committee, Inc.	1380 North Palafox Street	Pensacola	32501	850-438-4021	Douglas	Open	WAP

Updated:10/25/2018

\*WAP - Weatherization Assistance Program

\*CSBG - Community Services Block Grant Program

\*LIHEAP - Low Income Home Energy Assistance Program

**Business Recovery Centers (BRCs):** Staffed by US SBA Disaster Loan Specialists and Florida SBDC Disaster Recovery Specialists, BRCs help businesses apply for state emergency bridge loans and federal business disaster loans.

**Bay County (Panama City)**

Mobile BRC  
CareerSource  
Bay County City Job Center  
625 Highway 231  
Panama City, FL 32405  
Monday-Saturday  
9 am-6 pm CT

**Calhoun County (Blountstown)**

Mobile BRC  
M&B Railroad Museum  
16908 NE Pear Street  
Blountstown, FL 32424  
Monday-Friday 9 am-6 pm CT  
Saturday 10 am-2 pm CT

**Franklin County (Carrabelle)**

Joint DRC (FEMA/SBA) & BRC  
Franklin County Public Library  
311 St. James Avenue  
Carrabelle, FL 32322  
Monday-Friday 9 am-6 pm ET  
Saturday 10 am-2 pm ET

**Gadsden County (Gretna)**

Joint DRC (FEMA/SBA) & BRC  
Old Gretna Elementary  
706 Martin Luther King Jr. Boulevard  
Gretna, FL 32332  
Monday-Friday 9 am-6 pm ET  
Saturday 10 am-2 pm ET

**Gulf County (Port St. Joe)**

BRC  
Gulf Franklin Center of GCSC  
3800 Garrison Avenue  
Port St. Joe, FL 32456  
Monday-Friday 9 am-6 pm ET  
Saturday 10 am-2 pm ET

**Jackson County (Marianna)**

Joint DRC (FEMA/SBA) & BRC  
University Extension Office  
2741 Penn Avenue  
Marianna, FL 32448  
Monday-Saturday  
9:00 am-6:00 pm CT

**Leon County (Tallahassee)**

BRC Opening Soon

**Liberty County (Bristol)**

Joint DRC (FEMA/SBA) & BRC  
Veteran Memorial Civic Center  
10561 NW Theo Jacobs Way  
Bristol, FL 32321  
Monday-Saturday  
9 am-6 pm ET

**Taylor County (Perry)**

BRC  
Super-Pufft Snacks  
700 W Lance Drive  
Perry, FL 32348  
Monday-Saturday  
9:00 am-6:00 pm ET

**Wakulla County (Crawfordville)**

Joint DRC (FEMA/SBA) & BRC  
Wakulla County Community Center  
318 Shadeville Road  
Crawfordville, FL 32327  
Monday-Saturday  
9:00 am-6:00 pm ET

**Washington/Holmes Counties (Chipley)**

Joint DRC (FEMA/SBA) & BRC  
U.S. Department of Agriculture Center  
1424 Jackson Avenue  
Chipley, FL 32428  
Monday-Friday 9 am-6 pm CT  
Saturday 10 am-2 pm CT

## ALERTS & NOTICES

### 1) Guidance Regarding iBudget Waiver Services During Hurricane Michael

The below instructions are guidance for iBudget Waiver services for implementation and recovery for counties affected per Governor Rick Scott's emergency declaration for Hurricane Michael in October 2018 (Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Leon, Liberty, Taylor, Wakulla, and Washington counties).

It is imperative for individuals to maintain access to Florida Medicaid services during the disaster recovery period. To this end, the Agency will honor services that are provided in good faith:

- Providers should continue to provide all services, to the best of their ability, without disruption. Providers may seek post authorization for services rendered for the duration of the emergency.
- Prior authorizations for all necessary services (with an emphasis on life sustaining services) should be extended at previously authorized levels for a period that is reasonable to get through the disaster. Provider requirements as specified in the chart below from applicable Florida Medicaid coverage policy or handbook may be waived through October 31, 2018 so long as these requirements do not conflict with licensure or other non-Medicaid requirements that remain active during an emergency. This may be waived for a longer time, depending on the severity of storm impacts.
- Florida Medicaid will reimburse non-traditional providers and for services rendered in non-traditional settings through October 31, 2018 (for example family members not otherwise eligible to render a service or services rendered in public shelter settings). To be reimbursed, the individual must be capable and qualified to render the service in the setting (for example, nursing services must be rendered by a nurse in accordance with nursing license provisions). For guidance and requirements, please visit:

[http://portal.flmmis.com/FLPublic/Provider\\_AgencyInitiatives/Provider\\_UrgentInfo/tabId/146/Default.aspx#Emergent](http://portal.flmmis.com/FLPublic/Provider_AgencyInitiatives/Provider_UrgentInfo/tabId/146/Default.aspx#Emergent)

Individuals providing services should maintain documentation to help the Agency properly and timely adjudicate claims after the storm.

This includes:

- Recipient information
- Services rendered with dates and location
- Information on the nature of the emergency necessitating the provision of services (if applicable)

### Payment to Providers for Displaced Individuals

Medicaid recipients who need to be relocated should first attempt to utilize another qualified Florida Medicaid provider within the state. If this is not an option, the following are permissible (in order of preference):

- Utilize a provider not enrolled in Medicaid but licensed/qualified in the State of Florida to perform the required services.

- If the recipient must relocate out-of-state:
  - Utilize a provider in another state that is Medicare or Medicaid enrolled. Recent CMS guidance states these providers will not be required to become enrolled with Florida Medicaid after the fact. The Agency will work with these providers to ensure payment for services.
  - Utilize a provider that is not enrolled with Medicare or another Medicaid in another state.

The Agency can expedite enrollment for providers on a provisional (temporary) basis after services were rendered. CMS will waive the following enrollment requirements temporarily:

- Criminal background checks – 42 CFR 455.434
- Site visits – 42 CFR 455.432
- In-state licensure requirements – 42 CFR 455.412 Provider Type Scenario Documentation

	<b>Provider Type</b>	<b>Scenario</b>	<b>Documentation</b>
1	WSC	Face-to-face visit cannot be completed due to consumer evacuation, consumer not accessible due to road closures, or other storm related issues. Face-to-face visit cannot be completed due to gas shortage in WSC's County and WSC was unable to obtain fuel for visits.	Every effort should be made to complete face-to-face visits and all efforts must be documented. WSC must document reason in Case Notes for not doing face-to-face for October 2018. Case notes must also reflect telephone contacts in lieu of face-to-face for October 2018.
2	WSC	The Support Plan or Purchasing Plan cannot be completed in October 2018 due to storm related issues.	Extension granted until November 30, 2018. The WSC is to document in the progress notes of the individuals' central record explaining the delay. This chart can be used as authorization for the extension.
3	WSC	The issuance of service authorization changes that occur in October may be delayed to the provider if there are hurricane related situations that prevent the WSC from delivering the changed service authorization. However, the services authorization must be issued to the provider as soon as possible and a call to the provider must be made to alert them of a change as soon as possible.	Document reason for delay of issuance of service authorization and telephone call made to the provider in the Case Notes.
4	WSC	For the month of October, the 48-hour requirement for turning in records for QSI to APD can be waived by the Region in situations where the WSC was	Document in progress notes.

		unable to meet the timeframe due to the hurricane.	
5	WSC	The due date for the HCBS Waiver Eligibility Worksheets that are due in October are extended through November 2018 for situations where the WSC was not able to see the consumer in October to meet the 365-day requirements.	Document in progress notes. HCBS Waiver Eligibility Worksheets due in October must be completed by no later than November 30, 2018 and be included in the record.
6	All	Qlarant provider discovery reviews (PDR) are temporarily suspended for the months of October, November, and December in those counties directly impacted by Hurricane Michael and recorded in the Governor's Disaster Declarations. 1. Providers who experience extenuating circumstances necessitating the review to be delayed are to contact Qlarant to have their appointment rescheduled. 2. In counties / APD regions not affected by Hurricane Michael, Provider Discovery Reviews (PDRs) are to continue as scheduled.	Retain this document in the provider files.
7	All	Provider Discovery Reviews issued in October (including reconsideration requests by providers) as well as Plans of Remediation have a 30-day extension (maximum of 120 days to complete a POR in lieu of 90 days). However, all reported alerts must be addressed within the current time requirements of 7 days.	Retain this document in the provider files.
8	Supported Living Coach	The Supported Living Quarterly meeting due in October cannot be completed in person because of a consumer's evacuation, the consumer not being accessible due to road closures, or other storm related issues.	Every effort should be made to complete the quarterly meeting and all efforts must be documented. The Supported Living Coach must provide a signed statement that identifies the reason for the missed meeting and the date for the next quarterly meeting must be provided. Documentation in notes must show

			phone contact post Hurricane Michael with consumer between 10/09/2018 through 10/31/2018 verifying health and safety.
9	Personal Supports, Respite, Nursing, Residential Habilitation, Life Skills Development I, II, and III (Companion, Supported Employment, and Adult Day Training) Behavior Analysis, Behavior Assistant, Supported Living Coaching.	Allow retroactive authorizations for October 2018 when a waiver provider or alternative waiver provider rendered services beyond their authorization due to Hurricane Michael.	Service logs must document the hours provided. Provider documentation must include a statement of the reason for the extra hours of service. The provider must notify the WSC of the issue.
10	Personal Supports, Respite, Nursing, Residential Habilitation, Life Skills, Development I, II, and III (Companion, Supported Employment, and Adult Day Training) Behavior Analysis, Behavior Assistant, Supported Living Coaching.	Services provided in an alternate setting due to Hurricane Michael for October 2018.	Must have service logs and required service documentation. Documentation must specify specific reason an alternate setting is being utilized.
11	Residential Habilitation, Personal Supports, Life Skills Development I	Staffing Ratios not met due to staff not being able to arrive at group home or ADT site due to curfews, gas shortages, or other issues from Hurricane Michael during October 2018.	Statement of reason for not meeting staffing ratios. Documentation from provider must include how client needs were met during time in question.



	and III (Companion, and Adult Day Training).		
12	Consumable Medical Supplies	Allow retroactive authorizations or authorization from non-waiver vendors for consumable medical supplies critical to health/safety that could not be obtained for the consumer due to Hurricane Michael.	Documentation of the need from the WSC of the situation. Include invoices and receipts of items obtained. Regions can address alternate vendor scenarios.
13	All	The 10-day timeframe for providers to submit billing documentation to the WSC is waived for the month of October due to hurricane related activities. Providers must submit the billing documentation for services provided in October by November 30, 2018.	Maintain this document in the provider file.

**2) Oct. 19 alert issued by the Agency for Health Care Administration (AHCA)**

**Provider Type(s): All**

**Instructions for 12 Counties Designated by FEMA for Hurricane Michael Disaster**

**Instructions for Enrollment and Payment for Services Rendered During the Hurricane Michael Disaster**

This Alert replaces the 10/9/18 Alert for these counties: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Leon, Liberty, Taylor, Wakulla, and Washington.

This Alert extends the disaster grace period and expands flexibilities for coverage and payment. If you are serving recipients who reside in one of the 12 Federal Emergency Management Agency (FEMA)-designated counties identified below, please use this Alert in place of the Hurricane Michael alert issued on 10/9/18.

As of 10/11/18, the FEMA designated the following Florida counties as being eligible for individual and public assistance in its major disaster declaration as a result of Hurricane Michael ([DR-4399](#)): Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Leon, Liberty, Taylor, Wakulla, and Washington.

The Agency for Health Care Administration (Agency) will ensure reimbursement for all services provided in good faith to eligible Florida Medicaid recipients in these FEMA designated counties during the Hurricane Michael disaster grace period.

- The Agency's Hurricane Michael disaster grace period has been extended for these FEMA designated counties from 10/7/18 through 11/9/18.

**The majority of the information in this alert is new and only applies to the 12 FEMA designated counties.**

**Section A** of this alert provides updated policy information and applies to providers rendering services through both the fee-for-service (FFS) delivery system and the Statewide Medicaid Managed Care (SMMC) program, unless otherwise stated.

**Section B** of this alert provides reimbursement and payment information and applies to services rendered in the FFS delivery system, unless otherwise specified.

**Section C** of this alert provides additional resources and contact information.

### **Section A: Policy Information**

#### **Services Provided During the Disaster Grace Period**

##### **Prior Authorization Requirements**

- Florida Medicaid will waive prior authorization requirements for Medicaid services with dates of service during the disaster grace period.
  - Exception: all prior authorizations for pharmacy services remain intact.

##### **Limits on Services**

- Florida Medicaid will waive limits on services (specifically related to frequency, duration, and scope) that were exceeded in order to maintain the health and safety of recipients for dates of service during the disaster grace period.
  - Florida Medicaid lifted all limits on early prescription refills during the disaster grace period for maintenance medications, with the exception of controlled substances. *The edits prohibiting early prescription refills will remain lifted until further notice by the Agency.*
  - Medicaid transportation providers will receive reimbursement for transportation of eligible recipients to medical services, such as chemotherapy and dialysis and inter-facility transfers, when the facilities providing those services remain available. Transportation providers will receive reimbursement for transporting eligible recipients to shelters and other temporary housing when they are displaced from the storm.

##### **Enrollment**

- To be reimbursed for services rendered to eligible Florida Medicaid recipients on the dates of service in the disaster grace period, providers not already enrolled in Florida Medicaid (out-of-state or in-state) must complete a provisional (temporary) enrollment application. The process for provisional provider enrollment is located at <http://www.mymedicaid-florida.com>.

- Enrollment is waived for providers not already enrolled in Florida Medicaid (out-of-state or in-state) to prescribe non-controlled substances during the disaster grace period if the prescribing provider:
  - holds a clear and active license
  - holds a clear and active National Provider Identification (NPI) number
  - provides services within their scope of practice
- Florida Medicaid will reimburse services provided by mobile pharmacies when the mobile pharmacy is one of the following:
  - A current Florida Medicaid participating pharmacy provider who is rendering services in accordance with [Department of Health Emergency Order 18-276](#). The pharmacy may use its current Medicaid provider number for billing purposes.
  - A current Medicare participating pharmacy provider who is rendering services in accordance with [Department of Health Emergency Order 18-276](#) and is provisionally (temporarily) enrolled in Florida Medicaid program.

### **Services Provided Outside of the Disaster Grace Period**

**For dates of service beginning 11/10/18**, Florida Medicaid (fee-for-service and Medicaid health plans) will return to normal business operations as it relates to the coverage and reimbursement of Medicaid services, except as described below:

- Florida Medicaid will continue to reimburse for services furnished after the disaster grace period without prior authorization and without regard to service limitations or whether such services are provided by a current Medicaid enrolled provider in those instances where the provider and/or recipient could not comply with policy requirements because of ongoing storm-related impacts. Providers must have rendered services in good faith to maintain the recipient's health and safety. Examples of such instances include:
  - The provider still does not have access to the Internet or phone services as a result of continued outages, therefore could not request prior authorization timely;
  - The recipient continues to be displaced and must receive services in a different region of the state or out-of-state; or
  - The recipient's assigned primary care physician or specialist's office remains closed due to the storm and urgent care is rendered at another provider's location without prior authorization.

### **Section B: Reimbursement Information**

#### **General Requirements**

The Agency and its Medicaid health plans will implement claims payment exceptions processes for any medically necessary services furnished during the disaster grace period that normally would have required prior authorization, that were rendered by a non-participating provider, or that exceeded normal policy limits for the service.

Providers that furnished services to Medicaid health plan enrollees should work directly with each plan on reimbursement protocols. The Agency is requiring that Medicaid health plans create a web page dedicated to providing detailed instructions to providers for how to seek reimbursement through each Medicaid health plan's claims payment exceptions process. A direct link to each plan's claims payment exceptions information is located on the Agency's [website](#).

#### **Providers Furnishing Services Through the FFS Delivery System**

For services provided to recipients receiving services through the FFS delivery system, provisionally enrolled providers should submit claims in accordance with the instructions located at: <http://www.mymedicaid-florida.com>. Providers that furnished services to recipients receiving services through the FFS delivery system must comply with the requirements below:

For services provided during the disaster grace period, providers may submit electronic claims in accordance with normal HIPAA compliant transaction requirements if the service requires a prior authorization number, but prior authorization was not obtained.

- For services provided during the disaster grace period, providers may submit paper claims as described in the Agency's [exceptional claims process](#) if:
  - the provider cannot submit electronic claims because of storm-related impacts - or -
  - service limitations exceeded those stated in the coverage policy or the respective fee schedule.
- For services provided outside of the disaster grace period because of storm-related impacts, providers may submit paper claims as described in the Agency's [exceptional claims process](#).

### **Reimbursement Rates (for services provided during the disaster grace period)**

Florida Medicaid will reimburse for services provided through the FFS delivery system in accordance with the rates established on the Medicaid [fee schedules](#) and the provider [reimbursement rates/reimbursement methodologies](#) published on the Agency's web page. This applies to current enrolled providers and providers that complete the provisional enrollment process.

- The Agency's web page includes links to the Diagnosis-Related Groups and Enhanced Ambulatory Patient Grouping System rate calculator, which provisionally-enrolled providers can utilize.
- Nursing facilities will receive reimbursement for applicable scenarios as detailed in Section 8.0 of the [Florida Medicaid Nursing Facility Coverage Policy](#). For instances not detailed in the coverage policy, the nursing facility will receive the Florida Medicaid nursing facility statewide weighted average rate, which is \$238.27 per day (effective October 1, 2018).

The Medicaid health plans will reimburse participating network providers for services provided at the rates mutually agreed upon by the provider and the plan in their contract/agreement. The Medicaid health plans will reimburse non-participating providers (i.e., providers not already contracted with the Medicaid health plan), for services provided in accordance with the rates established on the Medicaid fee schedules and the provider [reimbursement rates/reimbursement methodologies](#) published on the Agency's web page, unless otherwise mutually agreed upon by the provider and the Medicaid health plan and otherwise permitted under the Contract.

### **Section C. Additional Information**

#### **Maintenance of Supporting Documentation**

- Providers rendering services must maintain as much documentation as possible to help properly and timely adjudicate claims. Nothing precludes the Agency or its Medicaid health plans from conducting retrospective reviews to detect any fraud or abuse.

#### **Agency's Hurricane Michael Website**

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

**Medicaid Contact Center**

- Additional questions from providers may be directed to the Florida Medicaid Contact Center at 1-877-254-1055.

**3) Notice from FEMA Regarding Third Party Inspection Process**

Applicant will need to contact the helpline 1-800-621-3362 / TTY: 1-800-462-7585 to request a third party inspection.

- a. Inspectors may have difficulties completing inspections because of displaced applicants
  - i. In the case the applicant cannot accompany the inspector into the damaged dwelling, a written consent can be submitted by the applicant to identify an authorized person to complete the inspection process.
    - 1. This authorizes a representative approved by the displaced applicant (e.g. friend, relative, landlord, policeman, fireman, etc.) to accompany the inspector.
- a. Before requesting an inspection, obtain a Written Consent along with the following information from the applicant:
  - i. Third party name
  - ii. Third party contact phone number
  - iii. Verify if the inspector will be able to gain entry to the damaged dwelling
  - iv. If applicant is not able to meet, verify if applicant is willing to proceed with the 3<sup>rd</sup> party process.
    - 1. If yes:
      - a. Provide the applicant with the criteria for Written Consent. It must:
        - i. Be written or typed;
        - ii. Include the applicant’s or co-applicant's first and last name listed in the file;
        - iii. Include the applicant’s or co-applicant's date and place of birth;
        - iv. Include an individual identifier, such as the applicant’s or co-applicant’s registration number, current mailing address (CMA) or damaged dwelling address (DDA), or Social Security Number (SSN);
        - v. The DDA in the Written Consent/POA must match the one in the file; however, the CMA can be different;
        - vi. Specify that a third party inspection is authorized and what information can be released to the third party (e.g., current contact information);
        - vii. Include the name of the person, entity, organization, etc., to whom the applicant or co-applicant wants to authorize for the inspection process; AND
        - viii. Include the applicant’s or co-applicant’s signature and must:
          - 1. Be notarized;

2. Have a copy of a state-issued identification card; OR
  3. Include the following statement: "I hereby declare under penalty of perjury that the foregoing is true and correct."
- b. Also advise the applicant to provide the authorized third party contact information to be used during the inspection process.