

# Support for health care professionals affected by storms

Our priority is making sure members have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following measures to help those affected by hurricanes and tropical storms.

## Scope and applicability

**Benefit plans:** Unless otherwise noted, these measures apply to the following UnitedHealthcare benefit plans: UnitedHealthcare Community Plan (Medicaid), UnitedHealthcare® Medicare Advantage and UnitedHealthcare commercial plans.

**Dates of service:** Dates are listed for each measure. The applicable date ranges are subject to change.

**Counties** (unless otherwise noted): Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Hillsborough, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Nassau, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia and Wakulla

**Regulatory requirements and guidance:** As applicable, we will follow regulatory requirements or guidance if it differs from these provisions.

- **Prior authorization, notification and referrals:** UnitedHealthcare will not apply penalties for failure to request prior authorization, notification and referrals for needed, new medical treatments based on the member's benefits. Applies to UnitedHealthcare Community Plan and UnitedHealthcare commercial plans, dates of service from Sept. 1–Oct. 31, 2023.
  - **Applies to:** Alachua, Baker, Bradford, Citrus, Columbia, Dixie, Franklin, Gilchrist, Hamilton, Hernando, Hillsborough, Jefferson, Lafayette, Leon, Levy, Madison, Manatee, Marion, Pasco, Pinellas, Sumter, Suwannee, Taylor, Union and Wakulla counties
- **Timely filing for claims and appeals:** We're extending filing deadlines for claims, including appeals. Applies to dates of service from Sept. 1–Oct. 31, 2023.
  - **Applies to:** Alachua, Baker, Bradford, Citrus, Columbia, Dixie, Franklin, Gilchrist, Hamilton, Hernando, Hillsborough, Jefferson, Lafayette, Leon, Levy, Madison, Manatee, Marion, Pasco, Pinellas, Sumter, Suwannee, Taylor, Union and Wakulla counties
- **Transfers:** We will not require prior authorization for facility-to-facility member transfers. Applies to dates of service from Aug. 28–Sept. 10, 2023.
- **DME:** We will not require prior authorization for oxygen or oxygen supplies from Aug. 28–Sept. 10, 2023
- **Early prescription refills:** Members statewide who are affected can obtain early refills of existing prescriptions through direct pharmacy or mail order. Early refills will be limited to 1 refill, up to a 30-day supply, for each existing prescription. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, to get an early refill.
  - Effective Aug. 26–Oct. 25, 2023, for Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Hillsborough, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Nassau, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia and Wakulla counties

- Effective Aug. 26–Oct. 31, 2023, for Alachua, Baker, Bradford, Citrus, Columbia, Dixie, Franklin, Gilchrist, Hamilton, Hernando, Hillsborough, Jefferson, Lafayette, Leon, Levy, Madison, Manatee, Marion, Pasco, Pinellas, Sumter, Suwannee, Taylor, Union and Wakulla counties

- **UnitedHealthcare Community Plan (Medicaid) members:**

- Florida Medicaid will [waive all prior authorization requirements for critical Medicaid services beginning Aug. 28, 2023, until further notice](#)
- [Preadmission Screening and Resident Review \(PASRR\) processes are postponed until further notice by the Agency for Health Care Administration](#)

- **UnitedHealthcare Medicare Advantage members:** We have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements for Medicare Advantage members:

- Aug. 26–Nov. 25, 2023, applies to: Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Hillsborough, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Nassau, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia and Wakulla counties
- Aug. 26–Nov. 30, 2023, applies to: Alachua, Baker, Bradford, Citrus, Columbia, Dixie, Franklin, Gilchrist, Hamilton, Hernando, Hillsborough, Jefferson, Lafayette, Leon, Levy, Madison, Manatee, Marion, Pasco, Pinellas, Sumter, Suwannee, Taylor, Union and Wakulla counties

The following provisions apply:

- Any gatekeeper referral requirements are waived
  - Gatekeeper is defined as the primary care physician; post-acute care prior authorization is still required
- Members may obtain services from out-of-network health care professionals at in-network cost-sharing amounts (Medicare Part A and B benefits must be obtained from Medicare-eligible health care professionals)

For the latest updates, visit [UHCprovider.com/disaster](https://UHCprovider.com/disaster).

### Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal [Contact Us](#) page.

You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.