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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

January 8, 2021

Provider Type(s): 01, 70

Assisting with Medicaid Discharges

To report issues, concerns, or delays related to hospital discharges of Medicaid patients, please work with the patient's Medicaid health plan. If there are issues, please submit a complaint at <http://ahca.myflorida.com/Medicaid/complaints/> or call 1-877-254-1055. We will place the highest priority on assisting with these issues.

Additional Information

The Agency for Health Care Administration (Agency) is committed to ensuring that Medicaid recipients diagnosed with COVID-19 receive all the care needed to address their symptoms. To facilitate prompt hospital discharges and to ensure adequate inpatient hospital capacity in response to COVID-19, Florida Medicaid waived service authorization requirements prior to admission for hospital transfers, including:

- inter-facility transfers;
- transfers to a long-term care hospital; and
- transfers to a nursing facility.

In addition, to facilitate non-emergency transportation services that may be needed to aid in these transfers, the Agency waived the need for prior authorization for non-emergency ambulance transportation services for hospital transfer scenarios as described above. This change applies to both the fee-for-service and managed care delivery systems. These provisions apply to enrollees being transferred from a hospital regardless of diagnosis (i.e., COVID-19 and non-COVID-19 patients). This flexibility has been in place since July 14, 2020 and will continue until further notice.

Statewide Medicaid Managed Care

- The waiver of prior authorization applies whether the receiving facility is a participating provider or non-participating provider in the health plan's network.
- Health plans may require the receiving facility to notify the plan of the admission within 48 hours of the admission. At that point, the plan may request additional clinical information to begin concurrent/continued stay reviews to facilitate care coordination and discharge planning.

Fee-for-Service Delivery System

- For inter-facility hospital transfers (hospital to hospital), the receiving hospital facility will need to request a simple, administrative prior authorization through [eQHealth Solutions](#) to ensure streamlined reimbursement. Clinical reviews will not take place at this time.

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Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#), and [YouTube \(AHCAFlorida\)](#).

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