



# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

May 20, 2021

### Provider Type(s): All

### Important Upcoming Policy Change: New Service Location Requests

The Agency for Health Care Administration (Agency) and its fiscal agent, Gainwell Technologies, continue to leverage automation in an effort to streamline the Medicaid provider enrollment process, reduce application deficiencies, and improve providers' experience with the provider enrollment process.

Beginning May 28, 2021, a new self-service feature, the New Location Code (NLC) Wizard, will be available to eligible providers in the Florida Medicaid Secure Web Portal. This enhancement will replace the New Service Type or Address Request form that is currently used to request a secondary location. The New Service Type or Address Request form will no longer be processed.

Effective May 28, 2021, only Florida Medicaid providers that meet all the following criteria will be permitted to request additional locations:

- Organizational (Group) Florida Medicaid providers;
- Actively enrolled under a "base" Florida Medicaid Provider ID;
- Have no restrictions, sanctions, or over payments; and
- Meet all eligibility requirements for one of the below provider types:
  - Nurse Practitioner Group;
  - Therapist Group;
  - Audiologist Group;
  - Hearing Aid Specialist Group;
  - Behavior Analysis Group;

- Chiropractor Group;
- Home Health Services (Unlicensed Personal Care Groups Only);
- Dental Group;
- Federally Qualified Health Center;
- Specialized Therapeutic Services Group;
- Home and Community- Based Services;
- Optician Group;
- Optometry Group;
- Physician Assistant Group;
- Physician (M.D. or D.O.) Group;
- Podiatry Group;
- Rural Health Clinic; and
- Community Behavioral Health Services.

A unique National Provider Identifier (NPI) will be required for each new service location.

Organizational providers who are assigned a different license for each service location or are not enrolled as a provider type listed above, must submit a full Florida Medicaid Provider Enrollment Application for each service location.

If you have questions related to this information please contact the Provider Enrollment Call Center (1-800-289-7799, option 4).

**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)

**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 

*The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The 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](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube\(/AHCAFlorida\)](#).*