



RON DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

March 22, 2020

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020-17

Applicable to the **2018-2023 SMMC contract benefits** for:

- Managed Medical Assistance (MMA) and MMA Specialty
- Long-Term Care (LTC)
- Dental

Re: COVID-19 State of Emergency: Non-Urgent and Non-Emergent Services

In the State of Florida's ongoing efforts to take necessary and appropriate actions to ensure the 2019 novel coronavirus (COVID-19) remains controlled and that there are essential resources (e.g., personal protective equipment, hospital beds, etc.) for use by health care professionals responding to this emergency, Governor Ron DeSantis issued Executive Order 20-72 on March 21, 2020 related to non-elective medical procedures. The executive order prohibits hospitals, ambulatory surgical centers, office surgery centers, dental, orthodontic and endodontic offices, and other health care practitioners' offices from providing any medically unnecessary, non-urgent, or non-emergent procedure or surgery which, if delayed, will not place the patient's health at risk. The purpose of this policy transmittal is to clarify managed care plan's responsibilities related to non-emergency transportation in light of this executive order.

The managed care plan must continue to provide non-emergency transportation services to an enrollee who has an appointment to a Medicaid-compensable service. Nothing in executive order 20-72 alleviates the managed care plan or its subcontracted transportation providers from providing non-emergency transportation services to an enrollee if the enrollee's health care provider has determined that the appointment is still necessary or if the enrollee needs transportation to pick-up a prescribed drug from the pharmacy.

If you have questions or concerns, please contact your contract manager at (850) 412-4004.

Sincerely,

Shevaun Harris
Assistant Deputy Secretary for
Medicaid Policy and Quality

SH/dvp

