



An important message regarding CarePlus' COVID-19 response: ADMINISTRATIVE UPDATE Aug. 4, 2021

We know you have been working tirelessly to battle COVID-19, and hope to see an end to the pandemic soon. Given the recent rise in infection rates, we must continue to remain vigilant and take necessary precautions for the safety of our community. We are here to help support our providers and will continue to monitor the situation in Florida and determine how we can help.

In response, CarePlus is **suspending authorization requirements for skilled nursing facilities (SNFs) and long-term acute care (LTAC) for participating providers for CarePlus members in all CarePlus counties through Aug. 31, 2021.**

Please provide notification of admission within 24 hours to allow us to track our members' progress and provide assistance with discharge planning. This suspension applies to participating/in-network providers only.

Important details:

- Authorization suspension, as outlined herein, will continue through Aug. 31, 2021.
- This suspension applies to participating/in-network providers only.
- Please provide notification of admission within 24 hours to allow us to track our members' progress.
- No other services requiring prior authorization are included in this suspension.

We are here to support you as you care for your CarePlus-covered patients, particularly during this difficult time. CarePlus leaders will continue to monitor service volumes as well as the progression of the COVID-19 curve and recovery. We will update you on policies and processes that affect your practices and organizations as this crisis evolves.

If you have any questions about these new procedures, please contact your designated Provider Services Executive or call our Provider Operations inquiry line at 1-866-220-5448, Monday through Friday from 8:00 a.m. to 5 p.m.