

COVID-19 Update: Hospital Transfer Requirements

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. and Clear Health Alliance (Simply).

In light of the current surge in COVID 19 hospital admissions, Simply Healthcare Plans, include Clear Health Alliance is reinstating the waiver of service authorization requirements prior to admission for hospital transfers, which was implemented per Agency for Health Care Administration (“Agency”) [Policy Transmittal PT 2020-41, COVID-19 State of Emergency: Updated Hospital Transfer Requirements.](#)

This waiver, applicable to both Plan participating and non-participating receiving facilities, was recently terminated per Agency Policy transmittal PT 2021-20 dated June 18, 2021 but is now being **reinstated**. This flexibility is specific to service authorizations for the following services:

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

Please note that we will require receiving facilities to notify the plan of an admission within forty-eight (48) hours of the admission, including weekends. Fax admission notifications to: **1-800-964-3627**. At the point of notification, additional clinical information will be requested for concurrent/continued stay reviews to facilitate care coordination and discharge planning.

To facilitate non-emergency transportation services that may be needed to aid in these transfers, we are also waiving prior authorization requirements for non-emergency ambulance transportation services for hospital transfer scenarios as described above. These provisions apply to enrollees being transferred from a hospital regardless of diagnosis (i.e., COVID-19 and non-COVID-19 patients).

For questions, please contact your provider relations representative.

<https://provider.simplyhealthcareplans.com/florida-provider>

<https://provider.clearhealthalliance.com/florida-provider>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.