

Support for health care professionals affected by recent storms

Our priority is making sure members have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following measures to help those affected by hurricanes and tropical storms.

To help us understand available health care resources for our members and how we may be able to assist you during this time, please let us know your **status**.

Florida

Scope and applicability

Benefit plans: See the scope and applicability as noted below.

Dates of service: Sept. 24, 2024 – Oct. 21, 2024. The applicable date ranges are subject to change.

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Inpatient prior authorization, notification, utilization management and referrals:** Facilities that are able to submit clinical information, prior authorization and notifications should submit per normal processes.
- Facilities in impacted counties will not be penalized for failure to request authorization or provide notification if they are unable to submit clinical information regarding inpatient urgent/emergent services. Services remain subject to and post-service medical necessity reviews.
 - **Applies to:** Alachua, Baker, Bradford, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Gilchrist, Glades, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Lafayette, Lake, Lee, Levy, Madison, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie Sumter, Suwanee, Taylor, Union, and Volusia counties.
 - **Benefit plans:** UnitedHealthcare Community Plan (Medicaid)

Dates of service: Sept. 23, 2024 – Oct. 21, 2024. The applicable date ranges are subject to change.

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Facility to facility transfers:** For the dates of service set forth above, UnitedHealthcare will not require prior authorization for facility-to-facility member transfers for same level of care, e.g., hospital – to – hospital. Services remain subject to concurrent and post-service medical necessity reviews.
- **PA Waiver – SNF level of care:** For the dates of service set forth above, UnitedHealthcare will not require prior authorization for post-acute admissions or transfers to in-network skilled nursing facilities (SNFs). This does not apply to admissions or transfers to long-term acute care (LTAC) or acute inpatient rehab (AIR). Services remain subject to concurrent and post-service medical necessity reviews.
 - **Applies to:** Alachua, Baker, Bradford, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Gilchrist, Glades, Hamilton, Hardee, Hendry, Hernando,

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PCA-2-24-03007-POE-WEB_10162024

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- **Benefit plans:** UnitedHealthcare commercial plans (fully insured and self-funded), UnitedHealthcare® Medicare Advantage, UnitedHealthcare Community Plan (Medicaid)

For the latest updates, visit UHCprovider.com/disaster.

If you have questions, please call the Provider Services number on the member's ID card.

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PCA-1-24-03007-POE-WEB_10162024

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