

PROVIDER Bulletin



May 27, 2020

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare) Primary Care Physicians Specialists
 PHC (Medicaid) Hospitals Ancillary AHF Grants

COVID-19: Re-open Preparation

In response to Florida State regulations to re-open businesses, PHP would like to encourage the Centers for Disease Control and Prevention (CDC) and the Florida Department of Health recommendations to satisfy the benchmark to render services.

These general guidelines are minimum recommendations protocols, designed to be utilized in addition to federal, state, and local guidelines, including information from the CDC.

The following general guidance is recommended in re-opening:

- Develop and implement policies and procedures to train employees on personal hygiene expectations, including increased frequency of hand washing, the use of hand sanitizers with at least 60 percent alcohol and, clear instruction to avoid touching hands to face
- Wear masks, cloth face coverings or other PPE while inside or within close proximity to members.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers
- Encourage employees who feel sick to stay home and monitor employees for COVID19 symptoms
- Cleaning and disinfecting spaces
- Practice social distancing

In addition, Prior authorization is required for several services, including but not limited to specialist care. Prior authorizations are required for procedures and medical services listed in the table below, and for specialist visits beyond initial and two (2) follow-up appointments. **Required authorization for:**

- I. Home health care, including skilled nursing, rehab, and home infusion
- II. Imaging studies (excluding mammography, x-ray and ultrasounds or single/flat view studies) and nuclear medicine
- III. Interventional radiology
- IV. Outpatient surgery, rehabilitation including PT/OT/ST and chemotherapy
- V. Photo and radiation therapy
- VI. Wound care
- VII. Injectables (Part B) administered in physician's office other than immunizations administered by a PCP
- VIII. Durable medical equipment (DME)
- IX. Dialysis in service area
- X. Colonoscopy and endoscopy
- XI. EMG, nerve conduction studies
- XII. Hearing aids
- XIII. Orthotics and prosthetics

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF or PHP. If you have any questions contact the Provider Relations Department. Florida providers please email Provider Relations Department FLPR@phcplans.org. California providers please email the California Provider Relations Department at CAPR@aidshhealth.org. Georgia providers please email GAPR@positivehealthcare.org.

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XIV. Cardiac testing (excluding EKG) and
XV. Catheterization

For more information surrounding PHP's authorization process and requirements, please refer our Provider Manual which may be found at www.positivehealthcare.org under the "For Providers" then "Publications and Forms" tabs

PHP will continue to monitor updates regarding 2019 Novel Coronavirus (COVID-19) outbreak as a part of our ongoing efforts to keep our patients safe and providers informed.

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