

## Provider Bulletin

Attention:	Participating Providers		
Subject:	COVID-19		
Program:	District Cares (Option 1)	Bulletin Date:	March 23, 2020
Bulletin Number:	20-001	Effective Date:	March 23, 2020

### Notice:

#### Important information for Participating Providers regarding COVID-19:

- The Health Care District has limited operations during this state of emergency.
- Prior authorization requirements are waived for District Cares covered services rendered through 5/15/2020.
- Covered service limitations remain in place, please refer to Provider Bulletin 19-008 available at [www.hcdpb.org](http://www.hcdpb.org).
- Telemedicine is not a covered service for the District Cares Program.
- PlanLink Provider Portal is available to verify patient eligibility and obtain claim status. Please visit our website at [www.hcdpb.org](http://www.hcdpb.org) for more information.
- Customer Services Representatives are available at (866) 930-0035.

If you have any medical questions about COVID-19, please contact the Florida Department of Health's COVID-19 Hotline (open 24/7) by phone at 866-779-6121 or by email [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov).

For more resources about COVID-19, please visit:  
Florida Department of Health: [www.floridahealth.gov/covid-19](http://www.floridahealth.gov/covid-19)  
CDC: <https://www.cdc.gov/coronavirus/index.html>

### Additional Questions:

Please contact the Provider Services Department at (866) 930-1002.

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Please insert the bulletin into your Provider Handbook. The policies and procedures in this bulletin supersede any related policies and procedures in the handbook.